



## **INFORMATION BOOKLET FOR CANDIDATES**

Open competition for appointment to the position as:

**Clerical Officer Grade IV (ICT Support)**

**in the**

**Pre-Hospital Emergency Care Council**

**Reference 18/03**

**Closing Date: 3pm on Wednesday 19<sup>th</sup> Sept 2018**

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Pre-Hospital Emergency Care Council

2<sup>nd</sup> Floor, Beech House,

Millennium Park,

Oberstown, Naas,

Co. Kildare

W91 TK7N

[www.phecc.ie](http://www.phecc.ie)

## Clerical Officer Grade IV – ICT Support

### Introduction

Established by the Minister for Health and Children in April 2000, the Pre-Hospital Emergency Care Council (“PHECC”) is an independent statutory body with responsibility for standards, education and training in the field of pre-hospital emergency care in Ireland. PHECC’s mission is to protect the public by specifying, reviewing, maintaining and monitoring standards of excellence for the delivery of quality pre-hospital emergency care.

PHECC invites applications from suitably qualified persons for the post of Clerical Officer within the organisation. The environment within which this role operates is very complex, and high administrative standards are required to meet the considerable challenges of the present workplace. All our stakeholders rightly expect continuous improvement in the services we deliver faster, better and more cost effectively.

### The ICT Team

The ICT team is responsible for all Information Technology (IT), data integrity and data management matters within PHECC. This includes the day-to-day maintenance of all IT systems, ongoing systems development, data validation and analysis, and longer-term IT and data strategy.

The PHECC ICT team is also heavily involved with the Examinations team and is required to assist in the running of the NQEMT national exams which are held in multiple locations throughout the country.

### Infrastructure, systems and external support

The PHECC IT infrastructure consists of:

- multiple clustered Hyper-V hosts
- domain controllers
- file and print server, remote desktop applications,
- Firewall, email and web-filtering
- Switches and routers
- Online backup server

PHECC software environment is largely based on industry standard technology. Below is a list of the most significant software systems and applications currently in use:

- Microsoft Windows and Microsoft Windows Server, Microsoft Hyper-V
- Microsoft Office 365 E3
- Microsoft Visio
- Adobe Creative Cloud
- Mindjet MindManager
- Various cloud-based software including
  - Dropbox
  - Survey Monkey
  - Asana (Project management)
  - TeamViewer

PHECC have contracts in place with external IT service providers for a variety of specialised support services.

### **Main purpose of the Role**

To assist and support the IT Manager in the ICT function of the Council and the organisation including procurement and assisting in the development and project implementation of various management systems.. The ICT Support Officer can work with the external service providers of key ICT business systems and technical support services. In addition, the ICT Support Officer will provide general ICT support functions to PHECC staff in a rapidly growing and changing environment.

The organisation is constantly reviewing its existing ICT systems and processes and the ICT Support Officer plays a key role in this by assisting, where necessary, in the development and implementation of solutions, while ensuring that any ICT infrastructure change is implemented in a seamless fashion.

### **Key Activities:**

- Assist in the development and optimising of ICT applications, requirements analysis and specifications, testing of functionality.
- Support the ICT Manager in the preparation of ICT medium and long-term strategy and the development of appropriate ICT policies for Senior Management and/or Council approval.
- Assist in reviewing appropriate technology and infrastructure to support Council in achieving its strategic and business objectives.
- Assist in the performance of PHECC's ICT support functions.
- Support the ongoing implementation of PHECC's IT systems when necessary.
- Maintain the ICT infrastructure which facilitates the outsourcing of application processing, remote working and virtual team working now and in the future.
- Comply with PHECC expenditure and procurement to ensure that all financial transactions are in accordance with public sector approved policy and procurement procedures.
- Assist the ICT Manager in the management of networks, service contracts, hosting solutions, data storage and retrieval solutions and supplier selection.
- Be the first point of contact for all daily ICT support including first line technical support and management of tablet devices (iPads) used for Council level meeting documentation including provision of user support.
- Provide support to staff members and Council/Committee members during normal working hours to assist with PHECC ICT issues.
- Identify opportunities for process and quality improvement initiatives and assist in their implementation across PHECC's business activities.
- Assist in implementation and testing of Disaster Recovery.
- Assist in the maintenance of documentation on servers, workstations, licences etc. for ISO accreditation and update as necessary.
- Assist in the installation, maintenance and upgrade of operating systems, software and applications on laptops, desktops, and servers.
- Provide administration of anti-virus, firewall and VPN infrastructure to ensure that all systems are secure and comply with Data Protection requirements.
- Assist in the provision of backups of servers and client systems and take corrective action when required.
- Create and manage user accounts on Active Directory

- Organise own work and participate in projects, set priorities, meet deadlines and follow up on assignments.
- Develop, update and maintain the PHECC presence on the Internet and social media.
- Provide assistance for phone issues, set up and support.
- Deal with routine queries and complaints in relation to PHECC's ICT systems.
- Provide ongoing user training, upskilling and support.
- Participate in any cross functional training initiatives from time to time.
- Any other tasks as may be assigned by the ICT Manager or Senior Management from time to time.

## Eligibility Requirements

1. Candidates must, on or before **19<sup>th</sup> September 2018** have:

### **Essential Requirements:**

Candidates must have experience at an appropriate level, including experience in the following areas:

- ICT first line technical support.
- Managing security of sensitive and personal information.
- Backup and preventative maintenance experience.
- Have working knowledge of the following: Windows desktop and server operating systems, Microsoft Office 365, network management and hardware management.

### **and**

- Possess the requisite knowledge and ability and be able to discharge the duties of the position.
- Be willing to travel as part of their normal execution of duties.
- Excellent communication and interpersonal skills and a proactive approach to problem solving.
- Capacity to work with senior executives, committee members and board members

### **Desirable Requirements:**

Candidates should have:

- Understanding of Active Directory and Domain Control Administration.
- Experience in web design and website maintenance.
- VBA and programming experience
- Procurement and tendering process used in the public sector
- Relevant industry certified professional qualifications

2. Demonstrate the competencies set out in Appendix I

Excellent organisational, analytical and problem-solving skills are essential. The ICT Support Officer must have the ability to interact well in a multidisciplinary environment, handle multiple priorities within short time frames and contribute to the delivery of high quality services.

The role requires a flexible, problem solving self-starter who shows attention to detail. The ICT Support Officer must be able to work individually and in a team environment. Customer service and interpersonal skills are important, so a person comfortable communicating with staff, Council members, Committee members and others inside and outside the organisation is required.

As a small but growing organisation, PHECC requires a person who is flexible and adaptable, keen to develop their skills and contribute to the work of the organisation in other areas when required.

**NOTE:** Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements, **on the date specified above**, proceed with their application are putting themselves to unnecessary effort/expense as they will not be offered a position from this competition.

The onus is on the candidate to ensure they fulfil the eligibility requirements set out above. PHECC reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications.

Candidates who are unable to show that they hold the required qualifications may be withdrawn from the competition at any stage. An invitation to interview or any element of the selection process is not acceptance of eligibility.

#### **Health and Character**

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must also be of good character. Those under consideration for a position will be required to complete a health and character declaration. References will be sought.

#### **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. **To qualify candidates must be citizens of the EEA by the date of any job offer.**

#### **Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)**

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

## Principal Conditions of Service

### **General**

The appointment is to an established post within the Pre-Hospital Emergency Care Council. It is a permanent and pensionable position.

### **Salary**

Candidates should note that salary will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. New entrants to the public sector will start on point 1 subject to Haddington Road Agreement and subsequent Government Agreements.

Payment will be made monthly in arrears by Electronic Fund Transfer (EFT) into a bank account of the staff members choice. Payment cannot be made until a bank account number and bank sort code has been supplied to PHECC. Statutory deductions from salary will be made as appropriate.

The successful candidate appointed as Clerical Officer Grade IV will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991. In accordance with that Act, PHECC will advise the staff member in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will deduct the overpayment, at an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

You will be required to pay to PHECC any fees or other monies (other than salary) payable to or received by you by virtue of your post or in respect of services, which you are required by or under any enactment to perform.

The current Clerical Officer IV Standard Salary scale will apply to this position. For persons appointed to the public service after 6 April 1995:

€27,020, €28,871, €29,910, €31,966, €33,712, €35,240, €36,718, €38,712, €40,162, €41,621, **€42,973<sup>1</sup>,  
€44,330<sup>2</sup>**

Long service increments may be payable after 3 (LSI-1)<sup>1</sup> and 6 (LSI-2)<sup>2</sup> years of satisfactory service at the maximum of the scale.

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and or the rate of remuneration may be adjusted from time to time in line with Government pay policy.

### **Superannuation and Retirement**

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service or has had a break in excess of 26 weeks will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at <http://www.per.gov.ie/pensions>

The key provisions attaching to membership of the Single Scheme are as follows:

### Pensionable Age

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

### Retirement Age

Scheme members must retire at the age of 70.

### Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

If the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 which, as indicated above, renders 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 the purpose of any future superannuation award for which the appointee may be eligible.

### Ill-Health Retirement

For an individual who 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.

### Pension treatment of existing 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 or not 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.** In this case, such a candidate would instead, where applicable, be offered membership of the PHECC Staff Superannuation Scheme and its associated Spouses' and Children's Pension Scheme. This would mean that the abatement provisions above would apply.

### Pension Accrual

The Public Service Pensions (Single Scheme and other Provisions) Act 2012 introduced a 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme.

### Pension-Related Deduction

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

### **Eligibility to Compete**

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

### **Incentivised Scheme for Early Retirement (ISER)**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees cannot apply while the above restrictions continue in force.

### **Department of Health and Children Circular (7/2010)**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public Health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition while the above restrictions apply.

### **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28<sup>th</sup> June 2012 to Personnel Officers introduced, with effect from 1<sup>st</sup> June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

### **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.

### **Hours of attendance**

Hours of attendance will be fixed from time to time but will amount to 37 hours net per week. Normal working hours are from 09.00 to 17.30 Monday to Thursday and 09.00 to 17.15 on Friday, including lunch. Evening and weekend work may be required from time to time.

PHECC operates a flexible working hours system, which allows certain employees within prescribed limits, to avail of a more flexible system of attendance to enable them to manage their time and attendance.

Where extra attendance is necessary, payment or time off in lieu may be allowed in accordance with the normal regulations for the grade. Please note that hours of attendance may be subject to change from time to time in line with Government/local policy and practices.

### **Annual Leave**

This annual leave allowance is 26 days and is subject to the usual conditions regarding the granting of annual leave in the public sector, is based on a five day week and is exclusive of the usual public holidays.

### **Sick Leave**

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due under the Social Welfare Acts directly to the employing Department or Organisation. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs and Social Protection within the required time limits.

### **Business Travel**

When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid in accordance with the normal Public Sector regulations.

### **Training and Development**

PHECC supports the ongoing training and development of staff providing both internal and external training and development opportunities and supports.

### **Shortlisting**

Normally the number of applications received exceeds the numbers required to fill existing and future vacancies. While you may meet the eligibility requirements of the competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, PHECC may decide that a number only will be called to interview. In this respect, PHECC provide for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, *prima facie*, better qualified and/or have more relevant experience.

During any shortlisting exercise that may be employed, the PHECC are guided by an assessment board(s) who examine the application forms and assess them against pre- determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/ experience on the application form.

**Note:**

Candidates should note that different pay and conditions may apply if, prior to appointment with PHECC, the appointee is/was a serving civil or public servant.

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.

## Selection Process Key Dates

### **Closing Date**

The Closing date for this competition is **3pm on Wednesday 19th Sept 2018**

### **General Information**

PHECC will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that PHECC is satisfied that such a person fulfils the requirements.

Prior to recommending any candidate for appointment to this position PHECC will make all such enquiries that are deemed necessary e.g. health, character, employer references, security checks (including international checks), or any other enquiries as are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

### **Specific candidate criteria**

In addition to fulfilling the eligibility criteria set out, candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of health and character;
- Be suitable in all other relevant respects for appointment to the post concerned.

If successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed;
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### **Appointments from panels**

It is envisaged that a panel of qualified individuals will be established from which vacancies may be filled. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Please note that once an offer of appointment has been accepted, a candidate will be removed from the panel and no further offers of appointment will be made.

### **Declining an offer of appointment**

Should the person recommended for appointment decline, or having accepted it, relinquish it, PHECC may at its discretion, select and recommend another person for appointment on the results of this selection process. The person who has declined the appointment will be removed from the panel and their application will receive no further consideration.

### **Confidentiality**

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed PHECC are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014. However, candidates should note that all application material may be made available to the employing authority/organisation.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

### **Quality Customer Service**

PHECC aims to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

### **Use of Recording Equipment**

PHECC does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes. Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

### **Procedures where a candidate seeks a review of a Decision taken in relation to their application**

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken during the recruitment process. PHECC will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice *Appointments to Positions in the Civil and Public Service* published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

### **Candidates' Obligations:**

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

### **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 may be made available to the Human Resources section of the organisation to which you have been assigned.

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

**Canvassing**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

## **Appendix 1 – Grade IV Officer Competencies**

<b>Competency</b>	<b>Typical behavioural indicators</b>
Team interaction	<ul style="list-style-type: none"><li>• Has a clear understanding of the roles, objectives and targets of self and team, how they fit into the work of the unit and organisation and can articulate this.</li><li>• Works with others to achieve high performance, by developing clear and realistic objectives, dealing with emerging problems and addressing any performance issues in a constructive manner.</li><li>• Assists on projects, organises meetings as required, ensuring action points are completed etc.</li><li>• Leads by example, coaches and supports individuals as required and promotes and ensures adherence to the organisation's policies, procedures and standards.</li><li>• Promotes a culture of continuous learning and improvement placing high importance on staff development, training and maximising skills and capacity of the team; providing upward feedback to managers in this regard.</li><li>• Is flexible and willing to adapt, positively contributing to the implementation of change and supporting and assisting others to do so.</li></ul>
Analysis and decision making	<ul style="list-style-type: none"><li>• Takes account of broader regulatory and organisational issues and uses his/her experience in order to make sound evidence-based recommendations/decisions, supporting these with well-reasoned rationale.</li><li>• Takes ownership of his/her recommendations and decisions.</li><li>• Quickly identifies and advises managers on key operational trends or risks to the delivery of the objectives of the unit.</li><li>• Uses sound judgment (in relation to priorities and decisions) even in conditions of uncertainty.</li></ul>
Delivery of results	<ul style="list-style-type: none"><li>• Takes responsibility and is accountable for the delivery of agreed objectives (own and team's) and the day-to-day administration of their area of responsibility.</li><li>• Successfully manages a range of different projects and work activities at the same time.</li><li>• Is logical and pragmatic in approach, delivering the best possible results with the resources available</li><li>• Ensures adequate records and files are kept (own and team's).</li></ul>

Competency	Typical behavioural indicators
	<ul style="list-style-type: none"> <li>• Monitors progress and quality of their work and applies appropriate systems/ processes to enable quality checking of all activities.</li> <li>• Promotes a focus on high quality customer services, for internal and external customers; identifies customers' needs, develops practical solutions to their problems and monitors the effectiveness of these.</li> </ul>
Interpersonal and communication skills	<ul style="list-style-type: none"> <li>• Acts as a link between staff by balancing organisational perspectives with those of their team.</li> <li>• Builds and maintains rapport with others through consistency, confidence and an open communication style.</li> <li>• Can listen effectively and develop a two-way dialogue quickly.</li> <li>• Encourages open and constructive discussions around substantive work issues.</li> <li>• Acknowledges others' input and expertise publicly.</li> <li>• Presents complex information clearly, concisely and confidently when speaking and in writing.</li> <li>• Gains support for ideas, proposals, projects etc. by identifying and proposing workable solutions; enlisting experts or third parties to influence others; involving others in decision making processes etc.</li> </ul>
Drive and commitment	<ul style="list-style-type: none"> <li>• Consistently performs at a high level to achieve agreed objectives.</li> <li>• Demonstrates resilience in the face of challenging circumstances and high demands.</li> <li>• Ensures that public service ethos and customer service are at the heart of all services provided by self and team members.</li> </ul>
Knowledge, skills, expertise and self development	<ul style="list-style-type: none"> <li>• Keeps up-to-date with developments in the sector in general and the organisation in particular.</li> <li>• Has a high level of knowledge, skills and expertise relevant to his/her area of work.</li> <li>• Is committed to broadening and deepening knowledge, skills and expertise, as appropriate (for self and team) and acquiring relevant qualifications.</li> <li>• Focuses on continuous learning and self-development; seeks feedback and development opportunities.</li> </ul>