

# ICT Operations Manager Assistant Principal Officer

## We are delighted to launch our new ICT Operations Manager Competition 2026

 Closing Date: **Friday, 20 February 2026**

 Closing Time: **1:00pm**

### Candidate Information Booklet

*Please read carefully*

The Office of the Director of Public Prosecutions is committed to a policy of equal opportunity and encourages applications from candidates with diverse backgrounds and experience. Further information on specific diversities is included in the “How to Apply” section.

<https://www.dppireland.ie/working-with-us>

The Office of the Director of Public Prosecutions will run this competition in compliance with the Code of Practice for Appointments to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA).

Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)

CONTACT for all matters relating to this campaign:

**[Recruitment@dppireland.ie](mailto:Recruitment@dppireland.ie)**

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## ICT Operations Manager in the Office of the Director of Public Prosecutions

The Office of the Director of Public Prosecutions (ODPP) is continuing its ICT modernisation journey to ensure that its systems, services, and support structures remain resilient, responsive, and aligned with the needs of a digitally enabled prosecution service. As part of this transformation, the Office is seeking an ICT Operations Manager (Assistant Principal Officer) to lead the delivery of core ICT services across the organisation. This senior role will oversee the Helpdesk function, device lifecycle management, mobile and printing services, vendor engagement, and operational reporting.

The successful candidate will report to the Chief Information Officer and work closely with the wider ICT team to ensure staff across the Office have access to reliable and well-supported technology. The role places a strong emphasis on service quality, operational efficiency, and security awareness—recognising that robust practices and proactive management are essential to maintaining a trusted ICT environment.

### The Office

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The ODPP was established by the Prosecution of Offences Act, 1974. Our mission is to provide a Prosecution Service that is independent, fair and effective. The Director is independent in the performance of her functions.

The Director enforces the criminal law in the courts on behalf of the People of Ireland; directs and supervises public prosecutions on indictment in the courts; and gives general direction and advice to the Garda Síochána in relation to summary cases and specific direction in such cases where requested.

The ODPP has four divisions:

1. The **Directing & Specialist Units Division** is responsible for examining the investigation files to decide if there should be a prosecution. There are also two specialised Units within this Division, the Serious and Sexual Offences Unit and the Special Financial Crime Unit, which have both a directing function and prosecute cases in court.
2. The **Solicitors Division** prepares and conducts cases on behalf of the Director in the Dublin District Court, Circuit Criminal Courts across the country, the Court of Appeal, the High Court and Supreme Courts. This Division also supports and oversees the State Solicitor Service nationally.
3. The **Prosecution Support Services Division** is responsible for supporting the criminal prosecution work in the areas of international law, provides reasons to victims and conducts reviews of decisions not to prosecute, prosecution standards, and policy and research.
4. The **Corporate Services Division** is responsible for providing services and supports for the Office in the area of human resources, organisational development, strategy, ICT, Finance, communications, governance and accommodation.

Each Division of the ODPP is overseen by a member of the Senior Management Team (SMT). The Units and Sections in each Division are managed by members of the Management Board and staffed with people with different skills and backgrounds. A detailed description of the work of each of the divisions of the Office is available at <https://www.dppireland.ie/about-us/our-organisation>.

The Director of Public Prosecution also relies on state solicitors in 31 locations and panels of barristers to represent her in cases that are prosecuted on indictment in the higher courts. All summary matters that are prosecuted by the Gardaí in the District Court are prosecuted in the name of the Director. The State solicitor service, Counsel and An Garda Síochána are therefore important partners in the provision of a prosecution service.

The ODPP is an inclusive and progressive employer that values flexibility, wellbeing, and professional growth. We support our people through a range of family-friendly and flexible working options, including worksharing, shorter working year, and blended remote working. As a learning organisation, we are committed to continuous professional development through in-house traineeships, third level education supports, and participation in cross-divisional and external criminal justice initiatives.

Further details can be found at [Working With Us](#) and [Our Mission and Values](#).

## **The Role**

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The Office of the Director of Public Prosecutions is seeking a proactive ICT Operations Manager (Assistant Principal Officer) to lead the day-to-day delivery of ICT services across the organisation. Reporting to the Chief Information Officer, this senior role will oversee core operational functions including end-user support, device lifecycle management, mobile and printing services, vendor engagement, and ICT service delivery monitoring.

The successful candidate will manage the Helpdesk Team and ensure timely resolution of hardware and software issues across a diverse estate of end-user devices, including laptops, desktops, peripherals, and mobile devices. They will be responsible for analysing support trends, identifying service gaps, and implementing improvements to enhance user experience and operational efficiency.

### **Key responsibilities include:**

#### **End-User Support & Helpdesk Management**

- Lead the Helpdesk Team in providing responsive support for end-user devices.
- Monitor and manage Helpdesk ticket queues, ensuring timely resolution and appropriate escalation.
- Analyse support trends to identify recurring issues and recommend service improvements.

#### **Device Lifecycle Management**

- Oversee procurement, deployment, maintenance, and retirement of laptops, desktops, and mobile devices.
- Ensure asset tracking and inventory records are accurate and up to date.

#### **Mobile Device & Printing Services**

- Manage mobile phone provisioning, configuration, and support.
- Maintain relationships with mobile service providers and oversee related contracts and billing.
- Oversee the office's printing infrastructure, including secure and cost-effective solutions, consumables, and vendor management.

#### **Training & Documentation**

## ICT Operations Manager – Assistant Principal Officer in the Office of the DPP

- Develop and maintain user-friendly training materials, FAQs, and onboarding guides.
- Deliver induction and refresher training sessions to staff.
- Promote self-service support and digital literacy across the Office.

### Operational Monitoring & Reporting

- Generate regular reports on incidents, usage, compliance, and service performance.
- Use data insights to recommend operational improvements and inform strategic decisions.

### Vendor & Licensing Management

- Manage relationships with ICT service providers and hardware/software vendors.
- Ensure compliance with licensing agreements and oversee renewals and procurement processes.

### Governance & Continuous Improvement

- Contribute to ICT governance processes, including risk management, policy development, and service reviews.
- Champion operational excellence and user-focused service delivery across the ICT Unit.

### Budget Oversight

Manage operational budgets for devices, licensing, and support contracts.

**Please note that the above list of responsibilities is not exhaustive.**

## Requirement: Expertise & Competencies

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### Essential

Eligible candidates **must**, by the Wednesday, 18 February 2026, meet at least one of the following pathways:

**a)** Hold a qualification at Level 8 on the National Framework of Qualifications (NFQ) major awards (i.e. honours degree), or higher, with computing or computational modules taken in the final year, combined with at least three years of directly relevant hands-on ICT experience;

OR

**b)** Hold a qualification at Level 7 on the NFQ major awards, (i.e. an ordinary level degree), or higher, with computing or computational modules taken in the final year, combined with at least five years of directly relevant hands-on ICT experience;

OR

**c)** Have at least six years of directly relevant hands-on ICT experience, combined with either:

a Level 6 NFQ major award qualification, or higher, in a relevant computing or computational discipline, or

at least two professional or vendor qualifications in a relevant area of ICT, achieved within the past five years.

Examples of relevant experience should include, but are not limited to, areas such as the management of ICT helpdesk and end-user support functions; the analysis of support trends to inform service improvements; the deployment, maintenance and lifecycle management of end-user devices; the administration of mobile and printing services; the maintenance of ICT asset and inventory records; engagement with ICT vendors and service providers in the delivery of operational services; the preparation of operational performance reports; and participation in ICT governance, compliance and service-improvement activities.

Relevant professional qualifications may include, but are not limited to:

- Project Management (e.g. PRINCE2, PMI – Foundation level or above)
- Service Management (e.g. ITIL – Foundation level or above)
- Frameworks and methodologies such as COBIT, TOGAF, Lean Six Sigma, Agile, DevOps, CITA, IASA

Vendor-based certifications (intermediate level or above, achieved within the past five years) may include:

- Virtualisation technologies (e.g. Hyper-V, VMware)
- Cloud platforms (e.g. AWS, Azure, Google Cloud)
- Operating systems (e.g. Windows Server, Linux).

Candidates must also demonstrate the key competencies for effective performance at this level which are detailed at **Appendix 2**.

## Desirable

- Familiarity with IT service management principles such as incident, problem, and asset management, ideally aligned with ITIL best practices.
- Experience in managing ICT operations in a public sector or regulated environment.
- Strong analytical and communication skills, with the ability to translate operational data into actionable insights and service improvements.
- Be interested in learning within a broader context for career advancement in Management of Information and Communications Technology.
- Strong written and verbal communication skills and the ability to convey complex technical information to non-technical audiences.
- Have and understand the importance of a customer service ethos and the issues related to customer satisfaction in a technology driven context.
- Be efficient and effective at working and be self-organising

**Candidates should note that admission to the competition does not imply that they meet the eligibility criteria. Therefore, candidates should satisfy themselves that they meet the eligibility criteria for this competition.**

## Principal Conditions of Service – ICT Operations Manager

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### General

The appointment is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

### Pay

The salary for the position is as follows:

PPC (Personal Pension Contribution)<sup>1</sup> Pay Scale with effect from 1 February 2026:

€82,290 – €85,320 – €88,393 – €91,475 – €94,553 – €96,329 – €99,433 LSI1 – €102,550 LSI2

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

Candidates should note that different terms and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

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

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners

### Tenure and Probation

The appointment from this competition is to a permanent position on a probationary contract in the Civil Service. The probationary contract for this permanent position will be for a period of one year from the date specified on the contract.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you:

- i) Have performed in a satisfactory manner;
- ii) Have been satisfactory in general conduct; and
- iii) Are suitable from the point of view of health with particular regard to sick leave.

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<sup>1</sup> The PPC rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme or the Additional Superannuation Contributions (ASC). A different rate will apply where the appointee is a civil or public servant recruited before 6 April 1995 and who is **not required** to make a Personal Pension Contribution.



Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to Section 5A (2) Civil Service Regulation Acts 1956 – 2005. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the ODPP, and you will be given a copy of the Department of Public Expenditure and Reform's Guidelines on Probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005

In the following circumstances your contract may be extended and your probation period suspended.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation, and
- Any other statutory provision providing that probation shall -
  - (i) stand suspended during an employee's absence from work, and
  - (ii) be completed by the employee on the employees return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

### **Unfair Dismissals Acts 1977-2015**

The Unfair Dismissals Acts 1977-2015 will not apply to the termination of the employment by reason only of the expiry of the fixed term contract without it being renewed.

### **Duties**

The officer will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict in any way with the position to which the candidate is appointed.

### **Location**

The Office is in Dublin. Due to the nature of the work of the ODPP employees will be required to attend official business in locations outside of Dublin. When absent from home and headquarters on official duty, appropriate travelling expenses and subsistence allowances will be paid in line with Civil Service Regulations.

### **Hours of attendance**

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes' gross per week or 35 hours' net per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of their duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

### **Annual Leave**

The annual leave allowance will be 30 working days. This allowance, which is subject to the usual conditions regarding the granting of annual leave, is on the basis of 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 Public Service Management (Sick Leave) Regulations (SI 124 of 2014), the Public Service Management (Sick Leave) (Amendment) Regulations 2015 (SI 384 of 2015), the Public Service Management (Sick Leave) (Amendment) Regulations 2023 (SI 407 of 2023), and any relevant circular.

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

### **Superannuation and Retirement**

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie)

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

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

- i) Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- ii) Retirement Age: Scheme members must retire on reaching the age of 70.
- iii) Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- iv) Post retirement pension increases are linked to CPI

## 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 their re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**

- However, 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), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, 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.
- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**  
The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).
- **Ill-Health-Retirement**  
Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

## Appointment post Ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should to be aware of the following:

- i) If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
- ii) If the applicant subsequently fails to complete probation or decides to leave their assigned post, **there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension**, that existed prior to the application nor is there an entitlement to same.

- iii) The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to the Office of the Director of Public Prosecutions.

### **Pension Accrual**

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 (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

### **Additional Superannuation Contribution**

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note;** ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website: [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie)

### **Secrecy, Confidentiality and Standards of Behaviour: Official Secrecy and Integrity:**

An officer will be subject to the Provisions of the [Official Secrets Act, 1963](#), as amended by the [Freedom of Information Acts 2014](#). The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

### **Civil Service Code of Standards and Behaviour:**

The appointee will be subject to the [Civil Service Code of Standards and Behaviour](#).

### **Ethics in Public Office Acts:**

The [Ethics in Public Office Acts](#) will apply, where appropriate, to this appointment.

### **Prior approval of publications:**

An appointee will agree not to publish material related to their official duties without prior approval by the Director or by another appropriate authorised member of the senior management team.

### **Political Activity:**

During the term of employment, the officer will be subject to the rules governing public servants and politics.

**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 probation contract to be agreed with the successful candidate.**

## APPLICATION AND SELECTION PROCESS

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### How to Apply

Please submit your application by email to [Recruitment@dppireland.ie](mailto:Recruitment@dppireland.ie) with the following:

1. A comprehensive CV (not to exceed 3 pages – to include Education Details and Work History in chronological order), please do not include a personal photograph on your CV.
2. Competency Application form - candidates must use the application form, which is provided for in this competition advertisement, applications received in any other format will not be accepted and will be null and void. All sections of the form must be fully completed, and candidates must remain within the required wordcount within the form for their application to be considered

Please note that omission of any or part of the two requested documents, set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process. The onus is on the applicant to ensure they are aware of the deadline for submitting their application as applications will not be accepted after the time of the closing time/date which is provided below.

### Closing Date

Your CV and application form must be submitted by e-mail not later than **Friday, 20 February 2026 @ 1.00pm**. If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please contact: Shane Breen (01-8588446) Traci Peake (01-8588466) or [Recruitment@dppireland.ie](mailto:Recruitment@dppireland.ie)

The onus is on each applicant to ensure that they are in receipt of all communication from the ODPP. The Office accepts no responsibility for communication not accessed or received by an applicant. It is the candidate's responsibility to make sure that the contact details specified on the CV and application form are accurate. It is also the candidate's responsibility to ensure that all relevant folders are checked for emails which might have been caught up in spam/ security checks.

### Selection Process

The Selection Process may include the following:

- i) Submission of CV and Application form
- ii) Shortlisting of candidates based on the information contained in their Application
- iii) Initial/preliminary interview
- iv) Presentation or other exercises
- v) A final competitive interview
- vi) Any other tests or exercises that may be deemed appropriate

Membership of the selection boards may be different at the various stages of the Selection Process.

Applicants should carefully consider the information provided in this Candidate Information Booklet relating to the role. It is in each applicant's interest to ensure that their CV and application form provides a detailed and accurate account of experience, competencies, achievements and qualifications.

The information provided in the CV and application form will be considered during the different stages of the selection process as follows:

### **Determination of Eligibility**

Applications will be checked to determine if the eligibility requirements set out in the Candidate Information Booklet have been met.

### **Shortlisting**

Only applications which are fully complete and within deadline will be considered for shortlisting. Candidates CV and application form will be assessed against the requirements/ criteria and competencies which are set out in this booklet. It is not always possible to shortlist all eligible candidates for interview due to high volume of applications. The Shortlisting Board will shortlist an appropriate number of candidates for interview. The Shortlisting Boards will select the candidates that they feel have best demonstrated the Essential and Desirable requirements/ criteria and Competencies for the role which are set out in this Booklet. This is not to suggest that candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is, therefore, in your own interests to provide a precise, detailed, accurate account of your qualifications/experience in your application.

### **Interview**

An Interview Board will comprise of members from the ODPP and external member(s). The Interview Board may question candidates about their knowledge and experience relevant to any of the competencies or essential or desirable requirements and about any information provided in their application.

Interviews for this competition will be conducted in person will last 50 minutes approximately. Candidates should make themselves available on the date(s) specified by the ODPP.

Reasonable accommodation will be made at all stages of the selection process for people with disabilities. Please email our recruitment team via [Recruitment@dppireland.ie](mailto:Recruitment@dppireland.ie) and a member of the team will be happy to assist you.

Candidates must meet all deadlines for submitting requested documentation (e.g. written assessments or presentations) during the shortlisting or interview stages. Failure to do so will result in their application being deemed incomplete and not progressing to the next stage of the competition.

Candidates must achieve a minimum score of 50% in each individual competency. In addition, an overall pass mark – no lower than 50% - will apply. This overall threshold will be determined and approved by the Interview Board in line with the agreed marking scheme and applied consistently across all candidates.

### **Confidentiality**

Subject to the provisions of the Freedom of Information Act, 1997 and 2003 applications will be treated in strict confidence.

## **Security Clearance**

Should you come under consideration for appointment, you will be required to complete and return a Garda eVetting form. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. Please note that security clearance can take up to 8 weeks and in some cases may take longer. In the case that your application for the competition be unsuccessful, this form will be destroyed and no record will be kept by the Office.

If you have resided in countries outside of the Republic of Ireland for a period of 6 months or more, it is mandatory for you to furnish a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. A separate Police Clearance Certificate for each country you have resided in is required. Clearance must be dated after the date you left the country. It is your responsibility to seek any security clearances for other jurisdictions (if applicable) in a timely fashion as they can take some time. You cannot be appointed without this information being provided and being in order.

Candidates should be aware that any information obtained in the Security Clearance process can be made available to the employing authority.

## **References and Qualifications**

It would be useful if you would begin to consider names of people who would be suitable referees, including your current employer and that we might consult (2 names and contact details). The referees should be able to provide relatively recent information on your performance and behaviour in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. Please be assured that we will only contact referees immediately before offering you appointment, should you come under consideration for appointment.

We may also request proof of qualifications as listed in the essential criteria for the role.

## **Other important information**

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

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the ODPP is satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview.

Prior to appointment of a candidate as an employee, the ODPP will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process including security clearance have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.



## Candidates' Rights - Review Procedures in relation to the Selection Process

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The Office of the Director of Public Prosecutions will consider requests for review in accordance with the provisions of the Codes of Practice published by the Commission for Public Service Appointments (CPSA). The CPSA are the principal regulator of recruitment and selection in the Irish public service. They ensure that appointments to the civil and public service are fair, transparent and merit-based. The CPSA's Code of Practice is available [here](#) and it sets out the key recruitment principles and standards for appointments. Further information about the CPSA and what they do is available [here](#).

Where a candidate is not satisfied with an action or decision taken by the ODPP during the competition selection phase, they can seek an informal/formal review or make an informal/formal complaint concerning that decision under Section 7 and 8 of the Code of Practice. A candidate can request a review of a decision or make a complaint at any stage while the selection process is ongoing. A summary of Section 7 and 8 of the Code of Practice is as follows whilst full details are provided in the link above: -

- When submitting a request for an informal review (under Section 7) or making an informal complaint (under section 8) the candidate must address their concerns in relation to the process in writing, clearly outlining the reasons why they believe the selection process was unfair in their case. This must be sent to the Head of Recruitment, The Office of the Director of Public Prosecutions, via email to [recruitment@dppireland.ie](mailto:recruitment@dppireland.ie) within 5 working days of notification of the selection decision. The ODPP will examine the informal review/complaint as soon as possible and notify the candidate of the outcome within 5 working days from receipt of the review/complaint. The informal review will usually be completed by a member of the HR-OD Team who was not directly involved in the decision-making process.
- If a candidate remains dissatisfied following the informal review/complaint process, they can proceed through the formal process via formal review (under section 7) or formal complaint (under section 8). A candidate can request a review of a decision or make a complaint at any stage while the selection process is ongoing. A complaint or request for a formal review must be made within 5 working days of the notification of the initial decision or within 5 working days of the outcome of the informal process, if availed of. This must be sent to the Head of Recruitment, The Office of the Director of Public Prosecutions via email to [recruitment@dppireland.ie](mailto:recruitment@dppireland.ie). The ODPP will conduct a more thorough examination of all relevant information whilst consulting with all parties before making a decision. The outcome of the formal review/complaint will be notified to the candidate within 25 days of the Office receiving the request for the formal review/complaint. The formal review will be completed by someone who is independent of the selection process and usually outside of the HR-OD Team. In some cases, for formal complaints the reviewer will be an individual outside of the ODPP.

Should a candidate not be satisfied with the decision of the ODPP concerning the formal complaint an appeal to the CPSA is permitted under Section 8 of the Code of Practice. Where a candidate believes that an aspect of the process breached the CPSA's code of practice, they can have it investigated under Section 8 of the code by the CPSA. An appeal to the CPSA must be made within 10 working days of the candidate receiving



the notification of the ODPP's decision about the formal complaint. Further details concerning making an appeal are available in Section [8.3 of the Code of Practice](#).

## Candidates' Obligations

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

### Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not personate a candidate at any stage of the process. Any person who contravenes these provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where they have not been appointed to a post, they will be disqualified as a candidate; and
- where they have been appointed subsequently to the recruitment process in question, they shall forfeit that appointment.

## Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the Office of the Director of Public Prosecutions, or who do not, when requested, furnish such evidence as the Office of Public Prosecutions requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

## Feedback

Feedback will be provided on written request.

## Data Protection Acts

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When your CV and application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts. To make a request under the Data Protection Acts, please submit your request in writing to: **The Data Protection Officer, The Office of the Director of Public Prosecutions, Infirmity Road, Dublin 7**, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record.

## Appendix 1: ELIGIBILITY TO COMPETE AND CERTAIN RESTRICTIONS ON ELIGIBILITY

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### Citizenship Requirements

Eligible candidates must be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who has a stamp 4 permission<sup>2</sup> or a stamp 5 permission.

**To qualify candidates must be eligible by the date of any job offer.**

### Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st 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. 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).

### 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 not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

### 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. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

### 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

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<sup>2</sup> Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit is acceptable as a Stamp 4 equivalent.

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).

**Declaration:**

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. 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.

## Appendix 2: COMPETENCIES

The successful candidate will have the relevant knowledge, experience, skill, achievement or aptitude which clearly demonstrates their suitability to meet the challenges of an ICT Operations Manager in the Office of the Director of Public Prosecutions.

### Leadership

- Actively contributes to the development of the strategies and policies of the Department/ Organisation
- Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise
- Leads and maximises the contribution of the team as a whole
- Considers the effectiveness of outcomes in terms wider than own immediate area
- Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks
- Develops capability of others through feedback, coaching & creating opportunities for skills development
- Identifies and takes opportunities to exploit new and innovative service delivery channels

### Judgement, Analysis and Decision Making Skills

- Researches issues thoroughly, consulting appropriately to gather all information needed on an issue
- Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data)
- Integrates diverse strands of information, identifying inter-relationships and linkages
- Uses judgement to make clear, timely and well grounded decisions on important issues
- Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders
- Takes a firm position on issues s/he considers important

### Management and Delivery of Results

- Takes responsibility for challenging tasks and delivers on time and to a high standard
- Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances
- Ensures quality and efficient customer service is central to the work of the division
- Looks critically at issues to see how things can be done better
- Is open to new ideas initiatives and creative solutions to problems
- Ensures controls and performance measures are in place to deliver efficient and high value services
- Effectively manages multiple projects

### Interpersonal and Communication Skills

- Presents information in a confident, logical and convincing manner, verbally and in writing
- Encourages open and constructive discussions around work issues

- Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors
- Maintains poise and control when working to influence others
- Instills a strong focus on Customer Service in his/her area
- Develops and maintains a network of contacts to facilitate problem solving or information sharing
- Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system

#### **Specialist Knowledge Expertise & Self Development**

- Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation
- Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities
- Is considered an expert by stakeholders in own field/ area
- Is focused on self development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role

#### **Drive and Commitment**

- Is self-motivated and shows a desire to continuously perform at a high level;
- Is personally honest and trustworthy and can be relied upon;
- Delivers fair, independent, professional services to the highest standards;
- Through leading by example, fosters the highest standards of ethics and integrity.