

**Additional Campaign Information**

**NRS14367 Grade V Staff Officer**

**National Complaints Governance & Learning Team**

Dear Candidate,

Thank you for your interest in this role. Please note a panel will not be formed as a result of this recruitment campaign as outlined in the Job Specification.

This document outlines how the recruitment process will be run and important dates. We highly recommend that you read this document before submitting an application.

1. **Who should apply?**

We welcome applications from all suitably qualified individuals who meet the eligibility criteria for this role. Information on the eligibility criteria is available in the Job Specification.

1. **How do I apply for this post?**

* **You must submit a fully completed Application Form particular to this post by email only.**
* Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice**.**
* There is no need to sign emailed applications; we will request candidates to sign their application form at a later stage.
* As we require the same information from all candidates in order to make fair decisions on their applications we will not be able to process applications by CV or any other method.
* Email applications will receive a response within 2 working days, which will let you know that we received your email. **If you have not received an email response within 5 working days, we highly recommend that you contact the NRS via email to** [**applyadmin@hse.ie**](mailto:applyadmin@hse.ie) **to verify that your email has been received.**
* We check eligibility of the applicants after the closing date and time therefore it is important that you ensure you have fully demonstrated your eligibility for the role in your application form. If you omit information in this section pertinent to the eligibility criteria you will be deemed ineligible and subsequently not called forward to interview. This means that if your application is blank, you have sent the wrong version of your application form, have no internet access etc you will not be processed further.
* As we are only accepting applications by email, applications must be submitted as a Microsoft Word format only. Applications stored on personal online storage sites, e.g. Onedrive, Cloud, Dropbox, Google Drive etc will not be accepted, applications submitted in other file formats e.g. Google Docs will not be accepted. Please pay particular attention to ensure that your application is attached as an attachment (not a link to an on line storage site e.g. Google Drive) when emailing your application. **In order to ensure that your email is not quarantined your email attachments should not exceed a 3mb limit. If you are required to submit supporting documentation with your application form which exceeds 3mb you must reduce the size of the documentation by compressing (zip) the documents otherwise your email may not be received by the closing date of the campaign.**
* To ensure that you do not miss out on any email communication it is highly recommended that you check your spam and junk folder on a regular basis
* The National Recruitment Service can only accept complete applications received by the closing date and time of **Tuesday 16th July at 12 noon.** If you submit more than one application the last one received prior to the closing date and time is the version that will be considered.

Please note that the National Recruitment Service will only contact you by email therefore it is most important that your email address is included on your application form. It is your responsibility to ensure you have access to your emails. If you choose to use your work email addresses you may receive communications that have a time deadline requirement while you may be working away or on leave. We recommend you use a personal email address to which you have regular access.

1. **How will the selection process be run?**

* The purpose of this recruitment and selection process is to fill the current vacancy or vacancies as provided in the job specification. Please note that no panel will be formed as a result of this recruitment campaign.  This campaign will be used to fill the listed post/s only and no additional jobs will be offered to candidates successful at interview.  Once the post/s are filled the candidate pool will be disbanded.
* You must complete the relevant application form in full. If you do not complete the application form in full your application may not be submitted to the selection board for consideration and subsequent interview (if applicable).
* A selection board of senior managers will assess your application form against the eligibility criteria to see how your individual experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore it is very important that you think about your experience in light of those requirements.
* There may be a number of stages of selection and short-listing or a ranking exercise may take place. A ranking exercise is an assessment that may be carried out on the basis of information supplied in your application form. The criteria for ranking are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of the job specification. Therefore it is very important that you think about your experience in light of those requirements. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation.
* Any applicant who does not meet the eligibility criteria/ is not shortlisted will be informed of that decision and the reason why.
* **Candidates invited to interview will be given more details regarding the interview at a later date.**
* We would like to highlight to you that interviews form a part of the selection process. The HSE must be satisfied that it has a satisfactory suite of clearances which assures it that the applicant’s past performance and behaviours are appropriate to the post. The HSE determines the merit, appropriateness and relevance of references. The HSE reserves the right to retract job offers if satisfactory clearances e.g current employment reference or security clearances (if required) cannot be obtained or are unsatisfactory. The HSE reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

1. **Interview Notes**

It should be expected that interview board members will take notes during each interview.  These notes are created by and for the interview board member for use as an aide memoir to support board discussions.  In keeping with process transparency, the relevant interview notes can be provided to a candidate on request.  Where notes are provided these will be copies of the original handwritten sheets, typed copies are not created and therefore cannot be provided.  It is important to remember the sole purpose of any notes produced, a verbatim or complete record of the interview overall should therefore not be expected.

1. **Formation of Panels**

Please note that no panel will be formed as a result of this recruitment campaign.  This campaign will be used to fill the listed post/s only and no additional jobs will be offered to candidates successful at interview.  Once the post/s are filled the candidate pool will be disbanded.

**Marking System**

Candidates are given marks for skill areas during the interview. These elements are clearly indicated on the Job Specification.

Where candidates score the same marks a further ranking process will apply. A previously agreed skill area of the interview will be chosen to further rank successful candidates e.g. Karen and Mary are both successful at interview. They both score 421 at interview, which would place them at joint number 3 on the panel.

If Professional Knowledge has been the secondary ranking area chosen then the candidate who has scored higher in this area and expressed an interest will receive the first job offer.

Karen scored 69 in the Professional Knowledge element and Mary scored 68. Karen will be number 3 a. on the panel and Mary will be number 3 b. on the panel.

Where candidates have the same mark on the secondary ranking, an additional ranking will be applied and so forth.

Please note in order to be deemed successful for a panel you must be awarded a minimum score of 40 for each competency area.

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| **Scoring Guide** | | | |
| **Little Evidence** of this key skill area presented | **Adequate / Satisfactory** evidence of this key skill area presented | **Good** evidence of this key skill area presented | **Strong** evidence of this key skill area presented |
| **1 – 39** | **40 - 69** | **70- 89** | **90 - 100** |

The above Scoring Guide is provided to illustrate the breakdown of the Scoring Bands used by the Interview Board when scoring a candidate following interview.  It is important to note that the description used to identify each of the Scoring Bands is for illustrative purposes only and the wording could vary slightly on your interview marking sheet.  For example if you received a score anywhere between 40 – 69 for a competency area, the comment on the interview marking sheet might include the word sufficient / adequate/ satisfactory / reasonable or other variation to describe the evidence presented by the candidate in answer to the question they were asked.

1. **Acceptance / Declination of a Recommendation to Proceed**

The time lines and details on how posts are offered for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit following interview.

1. **Campaign Time Scales**

The closing date for receipt of completed applications is listed in the Job Specification.

Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice**.**

1. **Security Clearance**

When a candidate accepts a post they will need to apply for a vetting disclosure from the National Vetting Bureau if their role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). This process will be initiated by the National Recruitment Service for the confirmed successful candidate recommended for any post engaged in relevant work.

All appointments will require satisfactory security clearances. If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career within the HSE we would strongly advise that you commence seeking international security clearances now. Please see **Appendix 2** for more information on international clearances.

Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

1. **Concerns**

Should you wish to raise a concern in relation to your experience of any aspect of the selection process, please submit the detail by email to Brenda Currid, Operations Manager, NRS ([brenda.currid@hse.ie](mailto:brenda.currid@hse.ie)).  Please submit any concern within 5 working days of any decision notified to you to enable a timely review.  It is important to note that any review undertaken relates only to the process as it has been applied and where it may impact on decisions made.

1. **HSE Privacy Policy**

The National Recruitment Service is committed to protecting your privacy and takes the security of your information very seriously. The National Recruitment Service aims to be clear and transparent about the information we collect about you and how we use that information. More information on the HSE NRS Candidate Privacy Policy, is available at [HSE NRS Candidate Privacy Statement](https://www.hse.ie/eng/staff/jobs/recruitment-process/candidate-privacy-notices-for-candidates-in-recruitment-process.html)

1. **How National Recruitment Services will contact you**

Please note that the National Recruitment Service will contact you by methods such as email, phone, or SMS therefore it is most important that all your contact detail are included on your application form.

It is your responsibility to ensure you have access to your emails. If you choose to use your work email addresses you may receive communications that have a time deadline requirement while you may be working away or on leave. We recommend you use a personal email address to which you have regular access.

To reduce the possibility of emails from the NRS team being directed to spam we recommend that you add the HSE Domain to your WHITELIST or safe senders list in your email domain. Due to the number of domain providers we are unable to provide a single instruction on this so we recommend that you research this for your particular domain.

1. **How to contact National Recruitment?**

For any queries regarding the Recruitment process please contact the NRS Help Desk on:

**Tel:** 0818 473677 (for candidates calling from outside Ireland +35341 6859506)

or by **email** on: [asknrs@hse.ie](mailto:asknrs@hse.ie)

For queries specifically relating to the role please contact the named person on the Informal Enquiries section on the Job Specification

1. **Support modules for candidates engaging in the HSE Recruitment process**

Three support modules, for candidates engaging in the HSE recruitment process, are now available on the HSE Website. You can access the modules by using the following link <https://www.hse.ie/eng/staff/jobs/recruitment-process/>

The elearning modules are also available on HSeLand. They can be accessed by entering ‘*Getting a Job in the HSE*’ in the search function.

**Appendix 1**

**Eligibility Criteria Qualifications and/ or Experience**

***The applicant pool for this campaign is restricted to existing HSE staff working at the grade of Grade V or higher***

**Candidates must have at the latest date of application: -**

* Experience in complaints handling and complaints processes, as relevant to the role.
* Experience directly managing staff.
* Experience of compiling data to input into; reports, memos, minutes of meetings etc.
* Experience of working in a complex environment including managing competing workloads whilst ensuring compliance and accuracy, as relevant to the role
* Possess the requisite knowledge and ability, including a high standard of suitability for the proper discharge of the office.

**Health**

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

**Character**

Each candidate for and any person holding the office must be of good character.

**Appendix 2**

When a panel member accepts a post they will need to apply for a vetting disclosure from the National Vetting Bureau if their role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). This process will be initiated by the National Recruitment Service for the confirmed successful candidate recommended for any post engaged in relevant work.

If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland it will be mandatory to provide security clearance for each jurisdiction in which you have resided stating that you have no convictions recorded against you while residing there. All appointments will require satisfactory security clearances. Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK excluding Northern Ireland, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career within the HSE we would strongly advise that you commence seeking international security clearances now.

Note: Candidates who studied outside of the Republic of Ireland or Northern Ireland e.g. in the UK (excluding Northern Ireland), please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated **after** you left the UK.

The following websites may be of assistance to you in this regard:

**United Kingdom**

https://www.acro.police.uk/police\_certificates.aspx

<http://www.police.uk/forces/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

**Australia**

[www.afp.gov.au](http://www.afp.gov.au) This website will provide you with information on obtaining a national police clearance certificate for Australia

**New Zealand**

[www.police.govt.nz](http://www.police.govt.nz) This website will provide you with information on obtaining police clearance in New Zealand.

**United States of America**

Please note thatvalid Security/Overseas Clearance from the USAmust be obtained from the **FBI** **only,**

**https://www.fbi.gov/about-us/cjis/identity-history-summary-checks**

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

**Other Countries**

For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who accept a job offer will have specified timeline within which to produce the required documentation; otherwise the job offer will be withdrawn. These timelines are communicated to you at proceed to pre-employment clearances stage – typically this is 5 working days.

When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

**Note: Any costs incurred in this process will be borne by the candidate.**

**Appendix 3**

In this appendix we outline how individual posts are notified to candidates who are successful at interview. The time lines and panel management rules for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit.

**Frequently used terms:**

**Expression of Interest:** An expression of interest simply means that you indicate that you would be interested in this job should it be offered to you.

**Recommendation to Proceed**: A recommendation to proceed simply means that you are the candidate who expressed an interest in a post and is highest in order of merit and will be invited to proceed to the next stage of the recruitment process (pre-employment clearances) i.e. reference checking, occupational health and garda vetting etc

**Order of Merit**: The order of merit is initially decided by your score achieved at assessment/ interview i.e. candidates are listed in order determined by their score, the highest score achieved is no.1 on the panel, the second highest score is no.2 etc.

**Expression of Interest**

* An “Expression of Interest” is an invitation offering you the opportunity to express your interest in a post.  It should not be considered a job offer. This will outline the details of the position in terms of location, tenure, job title, description of the post / service as well as contact details for the Service Manager to discuss the service / department. We strongly recommend that you do so. You will be made aware by an “alert” text to your mobile phone to advise you that an expression of interest has issued.
* “Expression of Interest” invitations have a deadline and once the deadline has passed, no further expressions of interest will be accepted. The deadline will be outlined to you in the email
* Expression of Interest responses will only be accepted in the format that is outlined in the “Expression of Interest” invitation
* HSE National Recruitment Services may issue “Expression of Interest” invitations to more than one candidate on a panel at a time
* Following “Expression of Interest” responses and deadline, the candidate who expressed  interest in the post **and** is highest in order of merit will be given a “Recommendation to Proceed invitation” to progress to the next stage of the recruitment process (pre-employment clearances)
* If you respond to an “Expression of Interest” invitation with “Interested” and you are not the highest in order of merit on the “Expressed Interest list” you will not progress any further.
* If you do not respond to an “Expression of Interest” invitation we will assume that you do not wish to express an interest in the position.
* If the person who is highest in order of merit on the “Expressed Interest list” progresses to Recruitment clearances and subsequently withdraws we may revert to the next highest person in order of merit on the “Expressed Interest list” or depending on the time that has lapsed we may issue a new “Expression of Interest”

**Recommendation to Proceed**

"Recommendation to Proceed" invitation offers you the opportunity to progress to the next stage of the recruitment process i.e. pre-employment clearances”. It should not be considered a job offer. This will outline the details of role in terms of location, tenure, job title, Hiring Manager etc. You will be made aware by an “alert” text to your mobile phone to advise you that a ‘recommendation to proceed’ has issued.

It is important that you read these advisory notes before you commit to accepting the Recommendation to Proceed invitation” to progress to recruitment clearances.

**Please note the following important information:**

* “Recommendation to Proceed” responses will only be accepted in the format that is outlined in the “Recommendation to Proceed” invitation.
* “Recommendation to Proceed” invitations have a deadline and once the deadline has passed, no further responses will be accepted. The deadline will be outlined to you in the email.
* No contractual obligation is formed by through the “Recommendation to Proceed invitation” therefore we strongly advise that you do not hand in your notice at this time***.***
* HSE Recruitment posts are subject to budgetary approval, satisfactory references, appropriate registration, security and medical clearances which will be sought as required.
* The HSE reserves the right to withdraw a recommendation to proceed if not satisfied with all aspects in this regard.
* The HSE determines the merit, appropriateness and relevance of references.
* A contract of employment is only valid when received in writing and signed by both parties (i.e. candidate and HSE).