

Information Booklet

Sigmar Recruitment Consultants on behalf of the Ombudsman for Children will hold a competition for the purpose of recommending a person for appointment to the position of:

Digital Media & Events Officer in the Ombudsman for Children's Office

Grade: Higher Executive Officer (HEO)

Closing date: 12:00pm on Thursday, 05 September 2024

1st Interview date: week beginning 16 September 2024

Sigmar Recruitment Consultants Ltd. is committed to a policy of equal opportunity. Sigmar Recruitment Consultants Ltd. will run this campaign in compliance with the Codes of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) and which are available on www.cpsa.ie

Sigmar Recruitment Consultants Ltd.
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Title of Position:	Digital Media & Events Officer in the Ombudsman for Children's Office
Grade:	Higher Executive Officer
Employing Authority:	Ombudsman for Children
Location:	Dublin 1
HEO Salary Scale¹:	€56,556

BACKGROUND

Ombudsman for Children's Office

The Ombudsman for Children's Office (OCO) is an independent statutory body that was established in April 2004 under primary legislation, the Ombudsman for Children Act 2002 (2002 Act). The Ombudsman for Children is an independent office holder, and accounts directly to the Oireachtas for the exercise of their statutory functions under the 2002 Act.

Under the 2002 Act, as amended, the OCO has two statutory functions:

- to promote the rights and welfare of children up to the age of 18 years living in Ireland; and
- to examine and investigate complaints made by or for children about the administrative actions of public bodies, schools and hospitals that have, or may have, adversely affected a child.

Further information about the OCO's work is available at www.oco.ie.

Role overview

The OCO requires a Digital Media & Events Officer to deliver excellence and drive efficiencies in the online and digital space. The Digital Media & Events Officer will allow the Ombudsman for Children's Office to meet the growing demands for the OCO to fulfil its remit by engaging online. The role will involve engaging with and responding to media, the public and other stakeholders online on behalf of the OCO. The Digital Media & Events Officer will be expected to contribute to policy, strategy and future planning in this area.

Job Purpose:

The Digital Media & Events Officer will have responsibility for, but not limited to:

- The development and implementation of the organisation's digital and social media strategy;
- The development of new and innovative ways to communicate to the media and the public; keeping up to date on user trends and relevant communications developments;
- Identify opportunities for digital projects, creating and producing high-quality content including videos and imagery that can be leveraged across all of the organisation's website and social media platforms;

¹ Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

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

- Develop communications content calendars and ensure alignment to brand and consistency across all channels in voice and tone;
- Working within the Communications team to continually develop and improve our website particularly in relation to accessibility and plain English;
- Analyse, monitor and report on website and social media metrics on a regular basis to measure impact of communications activities. Liaise with website development agency on day-to-day tasks and identify ways to optimise functionality, user experience and accessibility of website;
- Seek out and grasp opportunities to produce, publish and distribute content in new ways that resonates and engages the public, e.g. podcasts, video, social etc.;
- Evaluate opportunities to run digital ad campaigns; set up, monitor and report on paid digital advertising. Manage third party agencies to deliver campaigns, events and improvements to communications channels;
- Engaging in and overseeing procurement for communications activities and events;
- Arranging communications events with a particular focus on AV, tech set-up and digital support required;
- Day to day management of staff with a focus on developing digital skills and promoting a digital first approach;
- Employ sound judgement and decision making when publishing content and engaging with the public online, protecting the OCO's reputation and demonstrating best practice in relation to children's rights online;
- Apply the OCO brand identity is adhered to online and all legal requirements are met;
- Such other duties as may be assigned from time to time by the OCO Head of Communications.

EXPERIENCE AND PERSONAL QUALITIES REQUIRED

Essential Requirements:

Candidates must, on the closing date for this competition, satisfy the following requirements:

- A qualification of at least Level 8 on the National Framework of Qualifications in Multimedia/Communications, Marketing/Digital Marketing, Public Relations or Journalism;
- At least 2 years of relevant experience, working in two or more of the following areas: Multimedia/Communications, Press Office, Marketing, Public Relations, Journalism;
- Experience of creating engaging and dynamic content through photography, videography including using video editing packages and audio editing packages such as Premier Pro or similar;
- Experience of professional use and updating social media platforms (such as Facebook, X, Instagram, YouTube, Tiktok) in a work environment and an in depth understanding of how each platform can be deployed in different scenarios and the impact of same;
- In-depth knowledge and understanding of Ireland's media landscape across print, broadcast and digital platforms;
- Solid knowledge of website and social media analytics tools, e.g. Google Analytics.
- Excellent research, editorial and communication skills, with the capacity to write and present high level content in correct, concise and engaging ways;
- An eye for detail and a commitment to achieving quality results and the ability to work calmly under pressure;

- An ability to work closely with colleagues as part of a small team which is focused on excellence;

Civil Service Capability Framework for the role of Digital Media & Events Officer (HEO)

Building Future Readiness

Digital Focus, Innovation & Upskilling for the Future

- Maximises the use of technology and digital solutions to drive efficiencies and support better service delivery.
- Encourages and delivers innovative ideas, creative solutions, and useful suggestions, with a good understanding of the practicalities.
- Tries new or different approaches, demonstrating the flexibility to learn from mistakes, adapt and improve.
- Proactively seeks development opportunities, building on strengths and addressing weaknesses or gaps with a positive attitude and willingness to learn
- Committed to building knowledge and skills for the future.
- Understands what the team needs to do, to build future readiness and skills.

Strategic Awareness and Change.

- Contributes to the development of policy, strategy, and future planning for their area.
- Works with management to identify links between the broader Organisational or Departmental strategy and the yearly objectives of their team.
- Keeps up to date with wider Civil Service Policies and developments relevant to their own area.
- Considers the wider impact of policies and strategies, including who or what they affect.
- Supports others through change, highlighting the benefits of change, innovation, or new technology.
- Identifies and makes recommendations for change based on their experience and insights.

Leading and Empowering

Leading, Motivating, and Developing

- Motivates high performance by providing recognition, guidance, coaching and regular feedback.
- Effectively utilises both formal and informal performance management techniques.
- Understands team members strengths and development needs and allocates work appropriately, ensuring all members have exposure to developmental opportunities.
- Empowers their team, encourages autonomy, values others' input or opinions, and delegates tasks with trust.
- Creates an inclusive, safe, and open team environment.
- Leads with integrity, honesty, and accountability.
- Prioritises wellbeing for self and others, showing consideration, empathy, and support.
- Demonstrates good self-awareness and ability to manage own emotions and behaviour, particularly in challenging situations.

Leading with Specialist Insight

- Demonstrates a high degree of specialist expertise and knowledge in their area.
- Committed to Continuous Professional Development, engaging in relevant courses, conferences, and activities to keep knowledge up to date.
- Leads and advocates in their area of expertise, through openly sharing insights, knowledge, evidence, and rationale.

- Creates opportunities to share and transfer knowledge.
- Capable of describing technical terms in an easily understandable manner.
- Capable of working independently, as well as with their team and with other areas or functions.
- Has a clear understanding of what work needs to be done and how to do it, with the ability to self-motivate, setting own goals and targets.

Evidence Informed Delivery

Delivering Excellence

- Manages, plans, and prioritises workload of self and team, to ensure targets and deadlines are met.
- Works in a systematic, organised, and efficient manner, getting up to speed with new tasks at an appropriate pace.
- Manages resources effectively to deliver best outcome possible.
- Sets high standards and goals for self and team with commitment to meeting these.
- Has good oversight of their teams work and puts procedures in place to track progress and quality.
- Practices and promotes delivering excellence in customer service and prioritises the customer experience.
- Seeks feedback on work and evaluates delivery against required outcomes.
- Demonstrates ownership, initiative, and responsibility over own work, while also supporting the team.
- Maintains resilience and a 'can-do' attitude when working under pressure or constraints, seeking support when necessary.
- Ensures self and team are flexible and agile in the face of challenges or changing demands.

Analysis, Judgement and Decision Making

- Gathers, understands, and analyses data from a range of sources, to identify key information or core issues.
- Ensures systems are in place to appropriately gather, manage and utilise data.
- Analyses and evaluates complex verbal and numerical information in an accurate and timely manner.
- Solves problems in a logical manner, gathering relevant information and data, exploring different solutions and escalating issues where necessary.
- Makes balanced judgements and decisions, drawing from evidence, experience, and relevant policies or procedures.
- Makes appropriate and timely decisions, communicating the rationale and seeking support, where required.
- Exhibits good judgement in dealing with difficult, ambiguous situations and 'on-the-spot' issues.

Communicating and collaborating

Communicating and Influencing

- Communicates and presents in a clear, professional, and engaging manner, across verbal, digital, and written communications.
- Shares the appropriate level of detail and presents relevant information or data in an accessible and understandable format.
- Demonstrates understanding of own communication approach, adjusting style as appropriate for the audience.

- Prioritises diversity and makes an active effort to involve and listen to different people and perspectives.
- Tactfully influences and persuades others and considers compromise when necessary.
- Style of influencing, negotiating, and managing conflict is appropriate and respectful at all times.
- Approaches difficult discussions, questions or negotiations with consideration, composure, and sensitivity.

Engaging and Collaborating

- Builds useful networks within and outside of the Organisation or Department.
- Prioritises engaging and consulting with relevant stakeholders.
- Promotes and engages in collaboration, cross-functional and teamwork, creating opportunities to work together where relevant.
- Utilises interpersonal skills to build positive and effective working relationships, even in a blended or hybrid environment.
- Keeps their team, colleagues, and manager appropriately informed, involved and updated.

CONDITIONS OF SERVICE

General:

The appointment is to an Higher Executive Officer post on a permanent contract and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004, the Ombudsman for Children Act 2002 and any other Act for the time being in force relating to the Civil or Public Service.

The selection process will include competency based interviews.

Pay:

Higher Executive Officer – PPC						
€56,556	€58,209	€59,860	€61,509	€63,164	€464,812	€66,464
€68,849*	€71,227**					

* After 3 years satisfactory service at the maximum

** After 6 years satisfactory service at the maximum

Important Note:

Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

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

Subject to satisfactory performance, increments may be payable in line with current Government Policy. (See Haddington Road Agreement paragraph 2.19 for recent changes.)

Tenure:

This is a permanent position. The appointee will be required to serve a 12 month probationary period.

Location:

The appointee for this role will be based in the Ombudsman for Children's Office at 52-56 Great Strand Street, Dublin 1.

When absent from home and place of employment on official duty, the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations/public sector regulations.

Hours of attendance:

Hours of attendance will amount to not less than 35 hours gross. The appointee will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations.

Rest Periods:

The terms of the Organisation of Working Time Act, 1997 will apply to this appointment.

Annual Leave:

In addition to the standard 10 public holidays and Good Friday, the annual leave for this position is **29** days per annum.

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.

PRSI:

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 OCO. 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 OCO at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme").

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 and 68) in line with State Pension age changes.

a) **Retirement Age:** will be determined in accordance with the relevant government Departmental circulars.

b) **Pension Abatement**

- If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012.
- This may have pension implications for any person appointed to this position that is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.

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).

III-Health Retirement

- Please note that where an individual 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.

c) Prior 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 be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below:

d) 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 existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

e) Additional Superannuation Contributions (ASC)

ASC was introduced on 1 January 2019 replacing Pension Related Deduction (PRD), which had been in existence since 1 March 2009. ASC is provided for under Part 4 of the Public Service Pay and Pensions Act 2017. Whereas PRD was a temporary emergency measure, ASC is a permanent pension contribution payable in addition to existing pension contributions and attracting tax relief at the marginal rate. In general, ASC liabilities are lower than the previous PRD liabilities.

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 candidates.

The Selection Process

How to Apply:

All candidates should visit www.ocojobs.com where there is a full list of available positions in the OCO with the corresponding downloadable information booklet for each position. There will also be a link to the online application portal to where all applications must be submitted.

To apply, candidates must provide an up to date application form and submit their application form via the online application portal.

Only application forms fully submitted online will be accepted into the campaign. Applications will not be accepted after the closing date.

Closing Date:

Your application must be submitted on the online application portal before **12 noon exactly, Thursday, 05 September 2024**. Applications will not be accepted after this time.

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact OCO@sigmar.ie.

Campaign updates will be issued to your registered email address as entered on the online application portal.

The onus is on each applicant to ensure that they are in receipt of all communication from Sigmar Recruitment Consultants Ltd. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered.

Sigmar Recruitment accepts no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by Sigmar Recruitment Consultants Ltd. and should make sure that the contact details specified on their application form are correct.

Selection Process:

The Selection Process may include the following:

- Submission of Application Form

- Shortlisting of candidates based on the information contained in their Application Form
- Initial/preliminary interview
- Presentation or other exercises
- A final competitive interview
- Any other tests or exercises that may be deemed appropriate

Shortlisting:

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While you may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Sigmar Recruitment Consultants Ltd. may decide that a smaller number of applicants will only be called to interview. In this respect, Sigmar Recruitment Consultants Ltd. provide for the employment of a short-listing 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. An expert board will examine the application forms against a pre-determined criteria based on the requirements of 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 based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.

Confidentiality:

Subject to the provisions of the Freedom of Information Act 2014 applications will be treated in strictest confidence.

Security Clearance:

Garda vetting will be sought in respect of the successful candidate. The successful candidate will be invited to complete a Garda vetting form via the eVetting portal. This form will be checked by An Garda Síochána. The Garda vetting disclosure will be kept on file with the OCO. It is expected that an eVetting policy will be in place in the near future, which will set out the frequency of vetting within the OCO.

Other Important Information

Sigmar Recruitment Consultants Ltd. 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 notification, is not to be taken as implying that Sigmar Recruitment Consultants Ltd. is satisfied that such a person fulfils the requirements 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. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position Sigmar Recruitment Consultants Ltd. will make all such enquiries that 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.

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

Sigmar Recruitment Consultants Ltd. will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>.

Should a candidate be unhappy with an action or decision in relation to their application (where the selection is managed by Sigmar Recruitment) they can seek feedback from Sigmar Recruitment. An initial review will be carried out internally by the candidate's recruitment contact as to why their application was deemed unsuccessful. The outcome of this review will be sent to the candidate in written format.

- To request an initial review, a candidate must write to Sigmar within 5 working days of receiving notification of the decision on their application. Sigmar will carry out the initial review without delay. If the candidate is dissatisfied with the outcome, they may resort to the formal procedures within 2 working days of receiving notifications of the outcome of the initial review.
- Should the candidate not be satisfied with the outcome of the initial review, it will be referred to the Account Director who acts as the decision arbitrator.
- The decision arbitrator will be a person unconnected with the selection process and they will adjudicate on requests for review. The decision of the decision arbitrator in relation to such matters is final.

Candidates' Obligations

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 the above 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.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character

- Be suitable in all other relevant respects for appointment to the post concerned -and 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

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by Sigmar Recruitment, or who do not, when requested, furnish such evidence as Sigmar Recruitment require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Quality Customer Service

We aim 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. Feedback will be provided on written request.

Data Protection Act 2018

When your application 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 and as part of the recruitment process, certain information you provide will be forwarded to the employing organisation. Such information held by Sigmar and the employing organisation is subject to the rights and obligations set out in the Data Protection Act 2018. For more information on how we retain and use your personal data, please review our Privacy Statement, which includes instructions on their right to withdraw consent at any point:

<https://www.sigmarrecruitment.com/privacy-statement>.

To make a subject access request under the Data Protection Act 2018, please submit your request in writing to: Data Protection Officer – Sigmar Recruitment Consultants Ltd., 13 Hume St., Dublin 2 or email privacy@sigmar.ie. Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes