

**Head of Corporate Services**

**Competition Information Booklet**

Please read carefully

|  |
| --- |
| **Position:** Head of Corporate Services  **Grade:** Principal Officer  **Directorate:** Finance and Corporate Services  **Reporting to:**  Director of Finance and Corporate Services  **Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model.  **Starting salary:** €104,971  Closing date for receipt of completed applications:  **12pm (noon) on Friday, 4th April 2025**  **Contact: careers@nationaltransport.ie** |

The National Transport Authority is committed to a policy of equal opportunity.

**Overview of the National Transport Authority**

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light rail services. The Authority also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle (SPSV) industry (taxis, hackneys and limousines). Other areas of responsibility include the State’s rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) the Authority carries additional responsibilities including:

* Strategic planning of transport;
* Development of an integrated, accessible public transport network;
* Promoting cycling and walking;
* Provision of public transport infrastructure generally including light rail, metro and heavy rail; and
* Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

The Authority’s Capital Investment Programme includes an exciting and challenging range of projects and programmes for development and delivery over the coming years. These include mega-projects such as MetroLink, BusConnects Dublin and the DART+ Programme, together with numerous other major projects/programmes in the heavy rail area, light rail area, bus infrastructure and public transport fleet, in addition to a large portfolio of projects in the active travel area. Along with other initiatives in the areas of micro-mobility, transport technology and climate adaption, there are stimulating and rewarding opportunities to make a real contribution to enhancing Ireland’s overall transport system.

Further information on the Authority is available on its website [www.nationaltransport.ie](http://www.nationaltransport.ie)

The National Transport Authority wishes to recruit a suitably experienced and qualified individual to the role of Head of Corporate Services. Successful candidates may be placed on a panel from which future vacancies may be filled.

**Duties and Responsibilities**

The key duties and responsibilities of the Head of Corporate Services will be to:

* Provide corporate leadership in the management and delivery of corporate support services to enable the Authority to carry out its strategic mandate in line with its Statement of Strategy;
* Manage multiple projects and tasks in a multidisciplinary environment, embedding policy within the Corporate Services Division and fostering the highest standards of corporate professionalism and integrity;
* Manage the development and production of a range of strategic publications as required;
* Play a key role in crisis management and business continuity management;
* Network, influence and negotiate effectively with a range of internal and external stakeholders; and
* Maintain and build the Authority’s reputation with external audiences, including media, transport sector, political realm & other state agencies.

The person will report to the Director of Finance and Corporate Services and will be expected to engage with the Authority Chief Executive Officer, Directors, Heads of Function and Authority personnel, state agencies and authorities, political representatives and suppliers of services to the Authority.

The principal duties and responsibilities of the role will include some or all of the following:

**Human Resources**

* Overseeing the development and delivery of the Authority’s strategic HR function and the provision of a wide range of HR services relating to management and staff, including recruitment, work force planning, employee relations and performance management;
* Ensuring the implementation and review of a range of strategic HR projects and policies including Blended working, Equality, Diversity and Inclusion, Health and Wellbeing and organisational development initiatives; and
* Leading a HR team of up to 10 staff including the Head of HR.

**Data Protection**

* Overseeing internal practices and processes designed to ensure the Authority meets its obligations with respect to both national and European Data Protection requirements;
* Developing the Authority’s Data Protection practices and processes as required to improve efficiency and better serve the staff of the Authority; and
* Leading a DP team of 3 to 4 staff including the Head of Data Protection.

**Facilities**

* Ensuring office accommodation and associated facilities are delivered to a high standard at the Authority’s new office in Smithfield (Haymarket House)~~;~~
* Regular liaison with internal customers to gather feedback and ensure the accommodation model continues to meet organisational needs;
* Ensuring best in class energy and sustainability standards are maintained in the Authority’s offices;
* Ensuring compliance with, and continuous improvement of the Facilities’ policies and procedures; and
* Leading the Facilities team of 4 staff including a Facilities Manager.

**Public Affairs**

* Supporting the establishment of a new Internal Comms Unit (2025) for the Authority;
* Overseeing the continuous improvement and maintenance of the www.nationaltransport.ie website;
* Overseeing compliance with a range of reporting obligations including Freedom of Information and Access to Information on the Environment requests, Ombudsman queries, Irish language obligations and the production of the Annual Report;
* Ensuring Parliamentary Questions are responded to within required time limits;
* Ensuring Board papers are disseminated on time and contributing to the general administrative support to the Board; and
* Leading a team of 6 to 7 staff including a Public Affairs Manager.

**Customer Contact**

* Overseeing the performance of the NTA’s Customer Relationship Management (CRM) System & ensuring queries are answered in a timely and professional manner;
* Monitoring the performance of NTA’s Customer Relationship Management (CRM) within the wider framework of the NTA’s Consolidated Contact Centre (launched 2024); and
* Leading a team of 2 to 3 staff including a Customer Contact Manager.

**Note:** The functions and responsibilities initially assigned to the position is based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.

**Essential Criteria**

**Please note: In order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.**

Each candidate must meet the following requirements at the time of the competition closing:

1. Hold a minimum of a NFQ Level 7 degree in a relevant discipline, being business, communications, economics, Human Resources or equivalent;
2. Have a minimum of 9 years recent satisfactory experience in similar or related roles with 5 of those years working as a manager;
3. Experience of leading multi-disciplinary teams;
4. Experience of working in complex environments;
5. Ability to adapt quickly to new challenges and changing conditions in the internal and external environments;
6. Have experience of delivering change management initiatives;
7. Ability to review and interpret complex information and present it in summary form;
8. Strong relationship-building and interpersonal skills;
9. A track record of delivering continuous improvements to work practices and systems; and
10. Ability to multitask, prioritise effectively and to work under pressure to meet tight deadlines.

**Desirable Criteria**

**Please note: Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.**

The ideal candidate will also:

1. Have a good knowledge of public service policies, services and activities, particularly related to transport;
2. Have excellent verbal and written communication skills;
3. Have experience of working across different agencies and public sector bodies; and
4. Have the ability to motivate, empower and encourage personnel to achieve maximum performance.

**Remuneration**

**Salary Grade: Principal Officer**

**Salary Scale: €104,971, €109,426, €113,845, €118,298, €122,054, €125,951 (LSI 1), €129,841 (LSI 2)**

**Personal Pension Contribution (PPC) rate.** This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

**€99,723, €103,948, €108,149, €112,386, €115,953, €119,655 (LSI 1), €123,349 (LSI 2)**

**Non Personal Pension Contribution (non-PPC) rate.** This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

**Annual Leave:** 30 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

**Note:**

* entry will be at point 1 of the scale and will not be subject to negotiation;
* different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
* the rate of remuneration may be adjusted from time to time in line with Government pay policy.

**Contract:** Permanent Contract

**Probation:** There is a 6 month probationary period which may at the discretion of the CEO be extended to 10 months.

**Selection Process**

Prior to completing your application please read the Important Candidate Information Booklet on our careers page here: [www.nationaltransport.ie/about-us/careers](https://www.nationaltransport.ie/about-us/careers/)

**How to Apply**

Please submit your application in one single word document or PDF referencing the title of the role you wish to apply for in the subject of the email to **careers@nationaltransport.ie** with the following:

1. A comprehensive cover letteroutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Head of Corporate Services;
2. A comprehensive CV (not to exceed 3 pages); and
3. A fully completed Key Achievements Form (attached).

Please note that omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

**Closing Date**

**The closing date and time for applications is strictly 12pm (noon) on Friday, 4th April 2025. Applications received after the specified deadline cannot be accepted.**

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email **careers@nationaltransport.ie.**

**Head of Corporate Services - Key Competencies**

|  |  |
| --- | --- |
| **Leadership & Strategic Direction** | Leads the team, setting high standards, tackling any performance problems & facilitating high performance |
| Facilitates an open exchange of ideas and fosters and atmosphere of open communication |
| Contributes to the shaping of Departmental / Government strategy and policy |
| Develops capability and capacity across the team through effective delegation |
| Develops a culture of learning & development, offering coaching and constructive / supportive feedback |
| Leads on preparing for and implementing significant change and reform |
| Anticipates and responds quickly to developments in the sector/ broader environment |
| Actively collaborates with other Departments, Organisations and Agencies |
| **Judgement & Decision Making** | Identifies and focuses on core issues when dealing with complex information/ situations |
| Assembles facts, manipulates verbal and numerical information and thinks through issues logically |
| Sees the relationships between issues and quickly grasp the high level and socio-political implications |
| Identifies coherent solutions to complex issues |
| Takes action, making decisions in a timely manner and having the courage to see them through |
| Makes sound and well informed decisions, understanding their impact and implications |
| Strives to effectively balances the sectoral issues, political elements and the citizen impact in all decisions |
| **Management & Delivery of Results** | Initiates and takes personal responsibility for delivering results/ services in own area |
| Balances strategy and operational detail to meet business needs |
| Manages multiple agendas and tasks and reallocates resources to manage changes in focus |
| Makes optimum use of resources and implements performance measures to deliver on objectives |
| Ensures the optimal use of ICT and new delivery models |
| Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements |
| Instils the importance of efficiencies, value for money and meeting corporate governance requirements |
| Ensures team are focused and act on Business plans priorities, even when faced with pressure |
| **Building**  **Relationships &**  **Communication** | Speaks and writes in a clear, articulate and impactful manner |
| Actively listens, seeking to understand the perspective and position of others |
| Manages and resolves conflicts / disagreements in a positive & constructive manner |
| Works effectively within the political process, recognising & managing tensions arising from different  stakeholders perspectives |
| Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals |
| Proactively engages with colleagues at all levels of the organisation and across other Departments//  Organisations and builds strong professional networks |
| Makes opinions known when s/he feels it is right to do so |
| **Specialist Knowledge, Expertise and Self Development** | Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and  recognised by people internal and external to the Department/ Organisation |
| Keeps up to date with key departmental, sectoral, national and international policies and economic, political and  social trends that affect the role |
| Maintains a strong focus on self-development, seeking feedback and opportunities for growth |
| **Drive & Commitment to Public Service Values** | Consistently strives to perform at a high level |
| Demonstrates personal commitment to the role, maintaining determination and persistence while maintain  maintains a sense of balance and perspective in relation to work issues |
| Contributes positively to the corporate agenda |
| Is personally trustworthy, honest and respectful, delivering on promises and commitments |
| Ensures the citizen is at the heart of all services provided |
| Is resilient, maintaining composure even in adverse or challenging situations |
| Promotes a culture that fosters the highest standards of ethics and integrity |

**Head of Corporate Services - Key Achievements Form**

Having read through the key competencies and having considered the demands of the role, for each of the competencies below, please briefly demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date, and which clearly demonstrates your suitability for this position.

Your answer must highlight all elements of the STAR competency framework – which is outlined below:

|  |  |
| --- | --- |
| **S**ituation | Present a challenging situation you found yourself in |
| **T**ask | What did you need to achieve from the situation? |
| **A**ction | What action did you personally take to achieve this? |
| **R**esult | What was the result of your action? |

Please note, there is a maximum page count of **3 A4 pages at font size 10-12.**

The key achievements form commences on the next page.

**Head of Corporate Services - Key Achievements Form**

Please complete all sections of the form below.

**Where did you hear about this role (i.e. Publicjobs.ie, Irishjobs.ie, Irish Times, LinkedIn)?**

**Name:**

|  |
| --- |
| **Leadership & Strategic Direction** |
|  |
| **Judgement & Decision Making** |
|  |
| **Management & Delivery of Results** |
|  |
| |  | | --- | | **Building Relationships & Communication** | |  | |
| **Specialist Knowledge, Expertise and Self Development** |
|  |