

# Information Booklet

## Acting IT Manager



Bord Altranais agus  
Cnáimhseachais na hÉireann  
Nursing and Midwifery  
Board of Ireland

## The Position

<b>TITLE OF POSITION:</b>	Acting IT Manager
<b>TENURE:</b>	Full Time, 1-year Fixed Term Contract
<b>OFFICE:</b>	The Nursing and Midwifery Board of Ireland (NMBI)
<b>LOCATION</b>	18/20 Carysfort Avenue, Blackrock, Co Dublin, A94 R299/ <i>Blended working options available</i>
<b>SALARY:</b>	Grade VII €59,419– €77,243* <i>*New entrants to the public service will commence at the first point on the scale</i>
<b>WEBSITE:</b>	<a href="http://www.nmbi.ie">www.nmbi.ie</a>

An Bord Altranais agus Cnáimhseachais na hÉireann/The Nursing and Midwifery Board of Ireland (NMBI), established under the Nurses and Midwives Act 2011 (as amended), is the regulatory body for nurses and midwives wishing to practice nursing/midwifery in Ireland.

## What we do

### NMBI has two Main Objectives:

- To protect the public.
- To ensure the integrity of nursing and midwifery practices.

### The Principal Functions of NMBI Include:

- Setting standards for the education, registration and professional conduct of nurses and midwives.
- Providing advice on the provision of safe and appropriate care to nurses and midwives, service users, family members and society.
- Maintaining of the Register of Nurses and Midwives.
- Approving of education programmes and further education programmes.
- Investigating and considering of complaints against nurses and midwives through our fitness to practise process.

### Structure of NMBI

The Nursing and Midwifery Board of Ireland has over 70 staff, including a Senior Management Team of Director of Registration, Head of Operations, Director of Education, Policy and Standards, Director of Midwifery - Professional Standards and Director of Fitness to Practise (FTP).

The organisation currently operates under the following sections and divisions:

- Office of the CEO
- Registration Department
- Education, Policy, and Standards Department
- Midwifery - Professional Standards
- Fitness to Practise Department
- Operations (HR, Communications, Finance, Facilities, DPO, FOI & IT) Department

There are more than 90,000 registered nurses and midwives on the NMBI Register.

## Recruitment

It is the objective of NMBI to carry out recruitment and selection in line with best practice guidelines, the Commission for Public Service Appointments, Code of Practice and relevant employment legislation such as Employment Equality Acts, Data Protection Acts, Public Service Management (Recruitment and Appointments) Act and Freedom of Information.

NMBI will always aim to carry out recruitment in a fair, impartial and transparent manner. Employees to NMBI will be appointed on merit. This means the best person for any given position will be recruited and selected through a transparent and competitive recruitment process. Recruitment and selection decisions will be made on the suitability of the candidates with regard to the qualifications, personal attributes and skills they possess to fulfil the duties and responsibilities of the post.

During the recruitment and selection process, NMBI will aim to ensure that the selection process does not provide unjustifiable advantage or disadvantage to any candidate or group of candidates and aim to provide genuine equality of opportunity to all.

With the continued growth in legislative provisions in the regulation of employment, new and revised approaches to recruitment and selection are required from time to time to reinforce the principles of equity, fairness, transparency and accountability. These principles will apply to all NMBI recruitment and selection processes.

Interviews will accommodate candidates with special needs (e.g., location will be accessible; wheelchair parking is available). Any assessments will allow for candidates with special needs (e.g., accessible for those with learning difficulties/ impaired vision or hearing).

## Equal Opportunities

It is NMBI's intention that all existing and potential staff have equality of opportunity regardless of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the travelling community.

NMBI positively promotes and rigorously observes the principles of equal opportunity and is committed to implementing policies to promote equal opportunities.

## Role Profile

The Nursing and Midwifery Board of Ireland (NMBI) is the regulatory authority for nurses and midwives in Ireland. The role of NMBI is the protection of the public in its dealing with nurses and midwives and the integrity of the practice of nursing and midwifery through the promotion of high standards of professional education, training and practice and professional conduct among nurses and midwives.

The IT Manager plays a crucial role within the organisation, acting as a key team member of the Operations Department in enabling the NMBI to achieve its strategic and operational objectives. This role encompasses the maintenance and optimisation of the organisation's IT infrastructure, both on site and in the cloud, the protection and management of IT assets, and ensuring the security and integrity of sensitive data. Through their work, the IT Manager directly contributes to the effective functioning of the NMBI and its ability to deliver on its regulatory and public protection responsibilities.

## Principle Duties and Responsibilities

- Overall responsibility for managing the IT programme, structure, strategy, and approach, including the programme plan and interdependencies.
- Work with business units and internal and external stakeholders in the implementation of innovative, efficient IT systems and technologies.
- Provide technical support as required on the MyNMBI Registration and other vendor delivered platforms and solutions (Case Management for example), particularly in relation to key integrations into the NMBI technical architecture and infrastructure.
- Manage and direct the IT team.
- Ensure a Disaster Recovery Plan is in place, tested and supported.
- Monitor on-going compliance with GDPR.
- Align IT delivery plans with annual business plans and agree solutions, outcomes, and timelines for individual projects.
- Manage third-party and supplier relationships to ensure delivery across the IT programme, including any conflicts which may arise.
- Manage and maintain the ICT budget for NMBI, ensuring best value and keeping within agreed budget parameters.
- Provide direction for all IT programme level risks and issues, including data access policies and information security.
- Put in place and maintain up-to-date IT security across all aspects of the IT infrastructure and broad technology landscape.

- Maintain up-to-date IT policies and associated procedures.
- Define, implement, and manage the programme governance arrangements to ensure that effective financial control, reporting, and communication systems are in place.
- Maintain, manage, and develop the IT infrastructure, digital, mobile and web platforms.
- Plan and oversee the research, evaluation and integration of new technology, systems development methodologies, data administration, capacity planning training and technical support.
- Actively keep abreast of developments in technology and advise colleagues of opportunities for development of services.
- Assist in the implementation of industry best practices for project management structures, methodologies and project governance models as required and prepare / oversee the preparation of project plans and schedules for technical systems development and manage projects in line with budgets and timelines.
- Contribute and report to the senior management team and Board on the implementation of IT strategy.
- The IT Manager is expected to report on all matters which come within his/her remit and to contribute actively to all matters coming within the remit of the Board, and undertake other duties as directed by the Head of Operations.

## Other

- Engage in NMBI's Performance and Development System and ensure the appropriate documentation is provided to your manager in a timely manner.
- Espouse NMBI Values in all work activities – Transparency, Trust, Leadership, Respect, Equality and Fairness.
- Perform any such other duties as may be assigned from time to time by the Head of Operation or his/her nominees.

## NMBI Systems

The main systems/applications used in NMBI are the following:

### Azure Cloud Services

- MS Defender
- Intune
- MS Purview
- MS SharePoint

### Firewall

- FortiGate (virtual & hardware)

### ManageEngine

- AD Manager
- ServiceDesk (ticketing system)

### Veeam

- Possibly will not be used going forward, as VM's have backup/replication in Azure

### Print Management

- Papercut

### Access Control System

- ACTEnterprise

### Remote Support Software

- Zoho Assist

### Payroll

- Sage (Micropay)

## Other Responsibilities

- Espouse NMBI values in all work activities – Transparency, Trust, Leadership, Respect, Equality and Fairness.
- Engage in NMBI's performance and development system and ensure the appropriate documentation is provided to the Head of Operations in a timely manner.
- Performing all tasks necessary to ensure that the functions of the department are carried out and objectives set for the section are achieved in a timely and accurate manner.

## Essential Criteria, Qualifications and Experience

**The successful candidate must have the following essential experience, skills, and criteria on the date of their application:**

- Minimum of 5 years IT management experience.
- IT expert with excellent working knowledge of the full MS Office Suite.
- Well-developed interpersonal skills with the proven ability to engage effectively and appropriately with registrants, applicants, and other external stakeholders.

- Willing to take on the responsibilities associated with the role to include delegation/monitoring of workloads using own initiative and offers for new ideas.
- Be solution orientated with ability to positively contribute to change initiatives.
- Ability to work within a team environment and be self-motivated.
- A strong capacity for strategic thinking and an ability to plan and organise work to achieve results within tight deadlines, focusing on priorities and objectives with a clear sense of direction.
- Proven experience of staff management.
- High level project management experience with continuous process improvement experience.
- Excellent communication and interpersonal skills.
- Ability to respond to a complex and busy working environment.
- Experience of managing a significant workload.

#### Qualifications

- Computer Science or comparable Degree or minimum of 15 years IT industry experience.

#### **To be eligible to apply for this role you must have/demonstrate in your application form the following:**

- IT management experience
- Depth and breadth of experience of developing and implementing complex IT based solutions/systems designed to support the operational delivery management of public services
- Staff management
- Proven experience of delivering results through deployment of resources, managing quality standards, and improving efficiency
- Proven track record in strategic IT security planning and the development and implementation of policy.

#### Desirable Criteria

- Experience in Microsoft technologies such as Office 365, including MS TEAMS and MS SharePoint an advantage.
- Cloud experience.



## Competencies

### Specialist Knowledge, Expertise and Self Development

- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team.
- Has a clear understanding of the role, objectives, and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team.
- Displays high levels of skills and expertise in own area and provides guidance to colleagues.

### People Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues.
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise.
- Encourages and supports new and more effective ways of working.
- Encourages, listens to and acts on feedback from the team to make improvements.
- Actively shares information, knowledge, and expertise to help the team to meet its objectives.

### Analysis and Decision Making

- Follows procedures and ensures they are implemented in own area, understanding the rationale behind them.
- Reviews completed work regularly and acts on learning points.
- Evaluates current work practices to identify changes that could be made to improve efficiencies.
- Can work effectively on several tasks at the same time.
- Is comfortable working with a range of information, e.g., numerical, written data etc.
- Makes sound appropriate decisions in a confident manner and can justify and stand by them.

## Delivery of Results

- Delivers results on time and to a high standard.
- Takes responsibility for own work and the work of the team.
- Plans and prioritises the work schedule, ensuring the efficient use of all the resources available and delivering on objectives even with multiple or conflicting demands.
- Maintains accurate records and monitors work, ensuring any errors are identified and rectified.
- Appreciates the need to delegate work appropriately (where relevant).

## Interpersonal and Communication Skills

- Shows respect and maintains composure when dealing with the public, nurses, midwives and staff members.
- Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite.
- Listens to others and invites feedback, dealing with information in a constructive way.
- Influences others by actively listening and clearly expressing their position.
- Produces written letters, reports and other documents in a clear and concise manner at the level required for the role.
- Helps build effective relationships and addresses any disagreements.

## Drive and Commitment

- Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles.
- Serves the public, nurses and midwives.
- Can work independently without excessive guidance or support.
- Demonstrates resilience in the face of significant demands and challenges.
- Ensures that public safety is at the heart of all services provided.
- Is personally honest and trustworthy.
- Acts with integrity and supports this in others.
- Promotes a culture that fosters the highest standards of ethics and integrity.



## Conditions of Service

### General

The appointment is subject to the Nurses and Midwives Act 2011 (as amended), the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service and the Department of Public Expenditure and Reform.

### Tenure

*1 Year Fixed-Term Contract (Full-Time)  
Subject to a probationary period.*

### Location

Offices of the Nursing and Midwifery Board, 18/20 Carysfort Avenue, Blackrock, Co Dublin, A94 R299/Blended working options are available.

### Salary

*Grade VII €59,419– €77,243 \**

*\*New entrants to the public service will commence at the first point on the scale.*

### Annual Leave

The annual leave allowance will be 30 working days a year, excluding the usual public holidays.

### Superannuation and Retirement

The terms of the Single Public Service Pension Scheme will apply to this appointment. The minimum age at which pension is payable is set, initially at 66 years. Retirement is compulsory on reaching 70 years of age.

### Contract Arrangements

A contract will be offered on the terms and conditions determined by the NMBI Board, with the consent of the Minister for Health/Department of Public Expenditure and Reform.

## Blended Working Arrangements

As an employer, NMBI operates a blended working policy that facilitates access to remote working options having regard to work-life balance/integration, mental health, and the need for a safe and productive working environment. NMBI's patterns of blended working include and minimum of two days a week in the office location, or attendance at other locations as required.

## Probation

On appointment, the appointee will serve a 6-month probationary period in the post in line with NMBI's Probationary Policy and Procedure. The probation period may be extended in exceptional circumstances, within the guidelines of the Probation Policy.

## Working Week

Hours of attendance will amount, on average, to not less than 41.25 hours per week (35 hours excluding rest breaks). From time to time, additional hours may be reasonably required to meet the requirements of the position. No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

### Important Notice

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

***The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.***

## Application Process

### How to Apply

Completed application form to be emailed to [recruitment@nmbi.ie](mailto:recruitment@nmbi.ie).

### Closing Date

12pm (Irish time), Monday, 21 July 2025

### Selection Process

The selection process may include:

- Shortlisting of candidates, based on the information contained in their application.
- Completion of an online questionnaire(s) or assessment.
- First round interview.
- Work sample, role play, exercise, and any other tests or exercises that may be deemed appropriate.
- Second round interview.

### Please Note

We acknowledge receipt of all applications. If you do not receive an acknowledgement within 1 working day of applying, please email [recruitment@nmbi.ie](mailto:recruitment@nmbi.ie). You can expect to receive emails at all relevant stages of the process.

### Shortlisting

NMBI applies a shortlisting process to recruitment campaigns. 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, have presented more qualifications or more relevant experience to the role. It is therefore in your own interest to provide a detailed and accurate account of your experience and qualifications on the application form aligned with the essential criteria outlined for the role.

## References

Please provide suitable referees, of which one must include your current or most recent employer. The referees should be able to provide relatively recent information on your performance in a work context. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Successful candidates may be required to complete several clearance processes such as health and character declaration and any other relevant checks required for the role.

## Other Important Information

NMBI will not be responsible for refunding any expenses incurred by candidates travelling for interview.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that NMBI is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Prior to recommending any candidate for appointment to this position NMBI 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, NMBI may at its discretion, select and recommend another person for appointment on the results of this selection process.

## Confidentiality

Subject to the provisions of the Freedom of Information Acts, 2014, applications will be treated in strict confidence. All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

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

## Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the Nursing and Midwifery Board of Ireland, or who do not, when requested, furnish such evidence as NMBI require regarding any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to NMBI, including all forms issued by NMBI for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Procedures where a candidate seeks a review of a decision taken in relation to their application. For further information on the above procedures. Please see the Code of Practice Appointments to Positions in the Civil and Public Service which is available on the website of the Commission for Public Service Appointments, [www.cpsa.ie](http://www.cpsa.ie).

## Requests for Feedback

Feedback in relation to the selection process is available on request. There are no specific timeframes set for the provision of feedback.

## Candidates' Obligations:

### 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
- be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### Candidates in the recruitment process must not:

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



## General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25 May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you apply for a competition, NMBI will create a computer record in your name. Information submitted with a job application is used in processing your application.

To make a request to access your personal data, please submit your request by email to: [dataprotection@nmbi.ie](mailto:dataprotection@nmbi.ie) ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by NMBI are set out in the Data Protection Policy of NMBI.

Candidates should note that canvassing will disqualify. Eligibility to compete and certain restrictions on eligibility.

## Citizenship Requirements:

Eligible Candidates must be on the date of submitting their application:

- (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 is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Note in respect of UK citizens: The recently concluded EU/UK Brexit negotiations have confirmed that the longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria.

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

## Disability Act 2005

The Disability Act 2005 sets out a legal obligation on public service bodies to take all reasonable measures to promote and support, in so far as possible, the employment of persons with a disability.

NMBI has a key role to play in attracting candidates from all sectors of society, ensuring that routes to career opportunities are accessible to all who are interested. We are committed to equality of opportunity for all candidates.

If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need. Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for any competition.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/or adjustments will be kept entirely confidential.

If you have indicated on your application that you require reasonable accommodations, please submit a psychologist/medical report with your application.

The purpose of the report is to provide NMBI with information to act as a basis for determining reasonable accommodations, where appropriate. The information within these reports that is useful for us to see includes the outcome of any diagnostic tests conducted by your psychologist/doctor, and their summary of recommendations in relation to your requirements. You may redact (block out) parts of medical reports/psychologist's reports that you feel are sensitive or unnecessary for the decision to make reasonable adjustments.

If you would like to talk about your application or any accommodations that may be of benefit during the recruitment process, please contact our Accessibility Officer, Ioanna Monokandilou on [access@nmbi.ie](mailto:access@nmbi.ie).

*NMBI still expects that any person appointed to a position will have demonstrated an ability to effectively carry out the duties and responsibilities of the role.*

## Commission for the Public Service Appointments – Codes of Practice

Appointments in NMBI are made under a recruitment license and are subject to Codes of Practice established by the Commission for Public Service Appointments (CPSA). Under the Codes of Practice candidates are entitled to request a review of any part of the appointment process or make a complaint regarding any part of the process that they feel is unfair or has been applied unfairly to them.

Candidates are entitled to one of two forms of review procedure which are mutually exclusive - a Section 7 review or a Section 8 complaint. Before submitting a request for review candidates should determine which procedure is appropriate to their particular circumstances.

The procedures allow for matters to be resolved on an informal basis and candidates are advised to avail of the informal process before making use of the formal review procedure.

Candidates should in the first instance make an informal request for review to [recruitment@nmbi.ie](mailto:recruitment@nmbi.ie). Please note that informal reviews prior to interview must be requested within 2 working days of receipt of a decision. Informal appeals after interview must be requested within 5 working days of notification of a decision.

For further information on the above procedures please see the *Code of Practice Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, [www.cpsa.ie](http://www.cpsa.ie).

### **Please note**

**A Candidate who is simply seeking clarification on the basis for the decision reached about their candidature should obtain this feedback from the HR Manager. They do not need to invoke any of the procedures referred to above. Such feedback will be properly managed by the HR Manager as an integral part of the appointment process.**

## Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees 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 seven years. People who availed of the VER are not eligible to compete in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

## Collective Agreement: Redundancy Payments to Public Servants

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

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

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of two 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 and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.



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