



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

## INFORMATION BOOKLET

The NMBI intend to hold a competition for the role of:

### **Registration Case Officer (Grade IV)**

**Closing Date: 12.00 noon (Irish time), Monday, 10 October 2022**

***A panel may be formed from which future vacancies are filled.***

The NMBI is committed to a policy of equal opportunity.

The NMBI will run this campaign in compliance with the codes of practice, published by the Commission for Public Service Appointments (CPSA) and available on [www.cpsa.ie](http://www.cpsa.ie)

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**URL: [www.nmbi.ie](http://www.nmbi.ie)**

**Registration Case Officer (Grade IV)**  
**Nursing and Midwifery Board of Ireland**

<b>TITLE OF POSITION:</b>	Registration Case Officer (Grade IV)
<b>TENURE:</b>	Permanent (Full-Time)
<b>OFFICE:</b>	The Nursing and Midwifery Board of Ireland
<b>LOCATION:</b>	18/20 Carysfort Avenue, Blackrock, Co Dublin
<b>SALARY SCALE:</b>	Grade IV €29,542 – €47,438* <i>*New entrants to the public service will commence at the first point on the scale</i>

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

**NMBI has two main objectives:**

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

**The principle functions of NMBI include:**

- Setting of 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, patients, family members and society;
- Maintenance of the Register of Nurses and Midwives;
- Approval of education programmes and further education programmes;
- Consideration of complaints against nurses and midwives through our fitness to practise process.

**Structure of NMBI:**

The Nursing and Midwifery Board of Ireland has over 50 staff, including a Senior Management Team of Director of Registration, Head of Operations, Director of Education, Policy and Standards, Director of Professional Standards – Midwifery 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
- Professional Standards - Midwifery
- Regulation Department (FTP, PPC)
- Operations (HR, Communications, Finance & I.T. Department)

As of May 2022, there were a total of 82,208 registered nurses and midwives on the NMBI Register.

### **Recruitment**

It is the objective of the 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 1998-2015, Data Protection Acts 1998-2003, Public Service Management (Recruitment and Appointments) Act 2004 and Freedom of Information 1997-2003.

The NMBI will aim at all times to carry out recruitment in a fair, impartial and transparent manner. Employees to the 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, the NMBI will aim to ensure that the selection process does not provide unjustifiable advantage or disadvantage to any particular 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 the 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.

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

## JOB SPECIFICATION



<b>JOB TITLE</b>	<b>Registration Case Officer</b>
<b>SCALE</b>	Grade IV €29,542 – €47,438* NB* <i>New entrants to the Civil/Public Service will commence at the first point of the scale.</i>
<b>TENURE</b>	Permanent (Full-Time)
<b>REPORTS TO</b>	Registration Adviser
<b>DEPARTMENT</b>	Registration
<b>LOCATION</b>	18-20 Carysfort Avenue, Blackrock, Co Dublin, A94 R299

### JOB PURPOSE

The post holder will contribute to the operation of the Registration Department by processing the applications for recognition and registration to join the NMBI register of nurses and midwives. The post holder is required to operate to a high standard of accuracy, efficiency, and productivity in a high-volume environment, while displaying a strong focus on service excellence to ensure the Department meets its objectives.

### KEY RESPONSIBILITIES:

- Perform tasks related to the accurate and timely processing of applications from international and domestic candidates and registrants.
- Complete registration and recognition workflows, through the assessment, verification, and processing of the necessary checks in line with NMBI rules and policies.
- Ensuring that adequate and proper registration records are maintained and ensure the accuracy reliability and integrity of the records are maintained.
- Identify and escalate operational and quality issues to the relevant managers.
- Process applications in line with the departmental KPIs.
- Participate and positively contribute to the ongoing development of the online registration system.
- Participate in registration projects, policy development, quality assurance processes, and other such initiatives.

- Engage and positively contribute to the work of a high performing team with changing workflows.
- Provide excellent standards of service to all internal and external stakeholders.
- Contributing to the development and implementation of service processes, procedures, and controls within the Department.
- Implement and operate all Quality Assurance structures and measures.
- Be an enthusiastic self-starter who can use your initiative and work under minimal supervision.
- Be a team player who works collaboratively with others showing a willingness to continually develop your levels of knowledge.
- 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 your manager/team leader in a timely manner.
- Performing all tasks necessary to ensure that the functions of the Registration Department are carried out and objectives set for the section are achieved in a timely and accurate manner.

**ESSENTIAL  
CRITERIA,  
QUALIFICATIONS  
AND  
EXPERIENCE**

**This is an administrative role. The successful candidate must have the following essential skills and criteria:**

- Excellent working knowledge of MS Office to include advanced level skills in MS Teams, Outlook, Word and PowerPoint and at least intermediate level skills in Excel.
- An ability to critically analyse and assess information.
- Excellent writing skills.
- Well-developed interpersonal skills with the ability to engage effectively and appropriately with relevant stakeholders.
- Willing to take on the responsibilities associated with the role to include delegation/monitoring of workloads using own initiative and offer 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.

**In your application form you must demonstrate the following:**

- At least 1 year’s administration experience preferably in a busy administrative, high volume and process driven environment.
- An understanding of the current legislative framework for the regulation and registration of nurses and midwives in Ireland.
- Experience of working within a team and providing a positive contribution to delivery of a project(s).

	<ul style="list-style-type: none"> <li>• Excellent organisational skills with the ability to manage and prioritise tasks in an effective manner to meet deadlines and performance targets.</li> <li>• A personal commitment to improving knowledge and skills with a particular focus on service delivery and quality improvements.</li> </ul> <p><b><i>A panel may be formed from which future vacancies are filled.</i></b></p>
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## Competencies: Grade IV

### Specialist Knowledge, Expertise and Self Development

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc.
- Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and the overall work of NMBI. Communicates this to the team in a consistent manner
- Leads by example, being committed to self-development and enhancing the knowledge and skills required to improve performance

### Information Management & 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 a number of 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 of 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 & 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 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 the customer is at the heart of all services provided
- Is personally honest and trustworthy
- Acts with integrity and supports this in others

## **THE SELECTION PROCESS**

**How to Apply:** Application form to be emailed to [hr@nmbi.ie](mailto:hr@nmbi.ie)

**Closing Date:** 12 noon (Irish time), Monday, 10 October 2022

### **Selection Process:**

*The Selection Process may include:*

- shortlisting of candidates, on the basis of the information contained in their application;
- completion of an online questionnaire(s)
- first round interview;
- work sample/role play/media 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 [hr@nmbi.ie](mailto:hr@nmbi.ie). You can expect to receive emails from us at the relevant stages of the process.

### **Shortlisting**

The 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, 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 experience

and qualifications on the application form aligned with the essential criteria outlined for the role.

### **References**

Please provide suitable referees, one must include your current 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 a number of clearance processes such as Health and Character Declaration and any other relevant checks required for the particular role.

### **Other important information**

The NMBI 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 letter, is not to be taken as implying that the 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 the 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, the NMBI may at its discretion, select and recommend another person for appointment on the results of this selection process.

### **The importance of 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 in regard to 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
- Are 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 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a competition, we 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: [hr@nmbi.ie](mailto:hr@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 the NMBI are set out on 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

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

### **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 7 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<sup>th</sup> June 2012 to Personnel Officers introduced, with effect from 1<sup>st</sup> June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

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

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions

(Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

### **Declaration**

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

### **Principal Conditions of Service**

#### **General**

The appointment is subject to the Nurses and Midwives Act 2011 and 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:**

Permanent (Full-Time)  
Subject to a probationary period.

#### **Location:**

Offices of the Nursing and Midwifery Board, 18/20 Carysfort Avenue, Blackrock, Co Dublin.

#### **Salary:**

Grade IV €29,542 – €47,438\*

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

#### **Annual Leave:**

The annual leave allowance will be 27 working days a year, exclusive of 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 (rising in step with State Pension age increases to 67 in 2022 and 68 in 2028). 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/DPER.

### **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.**