



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

INFORMATION BOOKLET

The Nursing and Midwifery Board of Ireland intends to hold a competition for the position of:

Registration Case Officer - Grade IV

Nursing and Midwifery Board of Ireland

18 Months Fixed Term

Closing Date: 12.00 noon, Thursday, 6th August 2020

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

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Registration Case Officer – Grade IV
Nursing and Midwifery Board of Ireland

TITLE OF POSITION:	Registration Case Officer – Grade IV
OFFICE:	Nursing and Midwifery Board of Ireland
LOCATION:	18/20 Carysfort Avenue, Co Dublin
SALARY SCALE:	Grade IV (Clerical) €28,185 – €45,556* <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 practice process.

Structure of NMBI:

The Nursing and Midwifery Board of Ireland has over 50 staff, including a Senior Management Team of Director of Registration, Director of Finance and Corporate Services, Director of Professional Standards – Nursing, Director of Professional Standards – Midwifery and Director of Regulation.

The organisation currently operates under the following sections and divisions:

- Office of the CEO
- Registration Department
- Professional Standards Department
- Regulation Department
- Finance Department
- I.T. Department

As of January 2020 there were a total of 77,164 registered nurses and midwives on the NMBI Active 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.

Staff are encouraged, facilitated, and enabled to achieve their full potential and to work in an environment that is free from harassment and fully respects their dignity.

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

The Board of NMBI:

The Board comprises of 23 members with a lay majority of 12. Eight of the members are registered nurses and midwives elected by the professions representing the general, children's, psychiatric, intellectual disability, public health and midwifery disciplines, the remaining members are appointed by the Minister for Health. All Board members act in a non-executive capacity.

JOB SPECIFICATION

JOB TITLE	Registration Case Officer - Grade IV 18 Months Fixed Term
SCALE	Grade IV (Clerical) €28,185 – €45,556* *new entrants to the public sector will be placed on the first point of the scale
REPORTS TO	Registration Operations Manager
LOCATION	18-20 Carysfort Avenue, Blackrock, Co Dublin

JOB PURPOSE:

The post holder will contribute to the operation of the Registration Department. They are required to operate to a high standard of accuracy, efficiency and display a strong focus on customer service to ensure the Department meets its objectives. The post holder will also contribute to the successful implementation of a new Registrant System (Nightingale) over the next 12 months and be an identifiable ambassador for the new system.

KEY RESPONSIBILITIES

The duties may include but are not limited to:

Supporting the Registration Operations Manager and the Director of Registration in the management of the work within the Registration Department, in particular:

- 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.
- Complete registration workflows related to all registration and maintenance of the Register processes as directed by the Registration Operations Manager.

- Participate in Registration projects/policy development/quality assurance.
- Ensuring that adequate and proper registration records are maintained and ensure the accuracy reliability and integrity of the records are maintained.
- Perform the relevant registration tasks within the associated timelines.
- Contributing to the delivery of department objectives/ KPI's with a particular focus on the requirements of the Nightingale Project.
- Engage and positively contribute to the work of a high performing team with changing workflows.
- Provide excellent standards of customer care to all internal and external stakeholders.
- Contributing to the development and implementation of customer-centric processes, procedures and controls within the Department.
- Implement and operate all Quality Assurance structures and measures.
- Identify and escalate operational and quality issues to the relevant managers.
- To carry out any other duties as appropriate to the effective management of the Department, and/or as may be from time to time assigned by the Registration Operations Manager and the Director of Registration.

ESSENTIAL SKILLS AND QUALIFICATIONS

You will be an enthusiastic self-starter who is able to use your initiative and work under minimal supervision. You will be a team player who works collaboratively with others showing a willingness to continually develop your levels of knowledge.

With the following skills / qualifications:

- At least two years administration experience, preferably in a high through-put administrative process environment.
- Demonstrable experience of working within a team and positive contribution to project delivery.
- Strong IT skills – advanced level of MS Office suite.
- Have a demonstrable can-do attitude and a proven ability of dealing and operating within changing task requirements.
- Personal commitment to improving knowledge and skills with a particular focus on continuous improvement.
- Excellent writing skills (including experience of report writing and minute taking) with a demonstrable attention to detail.
- Well-developed interpersonal skills with the proven ability to engage effectively and appropriately with registrants, applicants, and other external stakeholders.
- Solution orientated with ability to positively contribute to change initiatives.
- Excellent organisational skills with the ability to manage and prioritise tasks in an effective manner to meet deadlines and performance targets.
- An ability to critically analysis information.
- An understanding the current legislative framework for the regulation and registration of nurses and midwives in Ireland.
- Experience of working in a public sector/regulatory environment.

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

NMBI is committed to equality of opportunity

This is not an exhaustive list and the post holder will be required to take on other tasks and duties as required for the proper and effective performance of his/her duties.

Eligibility to compete and certain restrictions on eligibility

Applicants should note that only citizens of the European Economic Area (EEA) may be appointed to the advertised position, should they come under consideration. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. Applicants must therefore meet this eligibility requirement at the time they are being considered for appointment.

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 28th June 2012 to Personnel Officers introduced, with effect from 1st 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.

THE SELECTION PROCESS

How to Apply: Application form to be emailed to hr@nmbi.ie

Closing Date: 12 noon, Thursday, 6th August 2020

Selection Process:

The Selection Process may include:

- shortlisting of candidates, on the basis of the information contained in their application;
- a competitive preliminary interview;
- completion of an online questionnaire(s) & follow-up one-to-one interview;
- work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate;
- a competitive interview which will be conducted by NMBl.

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. 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

It would be useful if you would begin to consider names of people who would be suitable referees and that we might consult (3 names and contact details). The referees do not have to include your current employer but should be in a position to provide a reference for you. The referees should be able to provide relatively recent information on your performance in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment. Successful candidates may be required to complete a number of clearance processes such as Health and Character Declaration, Garda Vetting, and any other relevant checks required for the particular role.

If you feel you would benefit from a confidential discussion about any aspect of this opportunity, please contact Desiree Pierce on 087-920-4874 or email hr@nmbi.ie

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:

This appointment is on a full-time, 18 Months Fixed Term basis, subject to a probationary period of 6 months.

Location:

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

Salary: Grade IV (Clerical) €28,185 – €45,556*

**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 2021 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 Board, with the consent of the Minister for Health/DPER.

IMPORTANT NOTICE

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.

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.

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

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 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.