



Candidate Information Booklet

Strategic Policy and Research Coordinator

Comhordaitheoir um Beartas Straitéiseach agus Taighde

(Higher Executive Officer)

Deadline for application

17:00 on Wednesday, 22nd November 2023

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Introduction

About PSI – The Pharmacy Regulator

The Pharmaceutical Society of Ireland (PSI) is a public body established in law to protect the health, safety and wellbeing of patients and the public by regulating pharmacists and pharmacies in Ireland.

Our principal function is to ensure patient safety and public protection. We are committed to carrying out our work independently, ethically, and transparently. The Pharmacy Act 2007, as amended, established the statutory role and the responsibilities of PSI as the pharmacy regulator, which include:

- Registration of pharmacists, pharmaceutical assistants and pharmacies, in line with statutory requirements;
- Setting standards for pharmacy education and training at undergraduate and postgraduate level;
- Ensuring all registered pharmacists are undertaking appropriate continuing professional development (CPD);
- Promoting good professional practice by pharmacists, by raising standards and sharing information for the benefit of patients and the wider health system;
- Conducting fieldwork to assess how pharmacies comply with pharmacy and medicines law and, where necessary, acting to address poor performance and/or unsafe practices;
- Considering formal complaints made against a pharmacist or a pharmacy;
- Providing advice, support and guidance to the public, pharmacy profession and Government on pharmacy care, treatment and services in Ireland.

These functions form the basis of the work we do to promote and assure public confidence and trust in pharmacy practice and pharmacy-delivered care and services in Ireland.

The PSI is strongly committed to quality assurance and continuous improvement. We are seeking to achieve and sustain results that meet the needs of the organisation, its stakeholders and society. During 2019, PSI was recognised for Excellence - 4 Stars - under the European Foundation for Quality Management (EFQM) model. Further information on quality development in the PSI, and our EFQM journey is available [on our website](#).

Governance

The PSI is a public body, which is independent in the exercise of its statutory functions. For public accountability purposes, the PSI operates under the aegis of the Department of Health.

The PSI is governed by a 21-member Council and each member is appointed by the Minister for Health in accordance with the provisions of the Pharmacy Act 2007. The Registrar/Chief Officer is responsible for the day-to-day operation of the PSI.

Our Vision, Mission and Values

Our Vision

That the public has access to trusted pharmacy services and that the PSI makes a clear and demonstrable contribution to the availability and quality of those services.

Our Mission

We protect and promote the health, safety and wellbeing of patients and the public by taking timely and effective action to ensure that pharmacists in Ireland are competent and that pharmacies are operating to high standards of safety and reliability.

Our Values

Our values underpin how we deliver on our mission. They guide our behaviour, the expectations we set ourselves, and the experience of others who engage with us. They provide evidence as to our commitment to equality and human rights in how we fulfil our role.

Our values ensure that we achieve the objectives of the organisation in ways that are properly accountable, and which meet with the high standards expected of public bodies and of the public servants who work within them.

The infographic is a dark blue rounded rectangle containing six value statements, each with a circular icon and a title. The values are: 'Serve the public' (heart and hands icon), 'Lead by example' (flag icon), 'Everyone Counts' (two people icon), 'Embrace Change' (person with circular arrows icon), 'Work Together' (speech bubbles icon), and 'Work Together' (speech bubbles icon).

- Serve the public**
The safety of the public is at the heart of everything we do, and we act to ensure that safety.
- Lead by example**
We behave with integrity and objectivity. Our actions are evidence-based and timely.
- Everyone Counts**
We value, appreciate and respect everyone we engage with.
- Embrace Change**
We are innovative and we adapt to achieve results and continuously improve.
- Work Together**
We work in partnership with our colleagues and all our stakeholders.
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We work in partnership with our colleagues and all our stakeholders.

We are committed to carrying out our work independently, ethically, and transparently. Our main goal is to assure public trust in pharmacy through effective regulation. We plan to advance achievement of this goal through actions under three strategic objectives set out in the [PSI Corporate Strategy 2021-2024 available on our website](#).

In addition, PSI is currently implementing a revised organisation structure that will enable the organisation to be more agile, efficient, effective and highly capable of delivering on its strategic objectives. This organisational development project includes significant investment in people development and is aimed at further building an innovative organisation.

More information about our role and the work that we do is available on our website www.psi.ie.

Role Specification

Job Title:	Strategic Policy and Research Coordinator / Comhordaitheoir um Beartas Straitéiseach agus Taighde
Grade:	Higher Executive Officer
Contract Type:	Permanent, Full Time
Contract Duration:	Permanent
Location:	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2. A blended working policy is in place. The successful candidate can avail of working remotely up to a maximum of three days per week and depending on business needs. There may be a requirement to attend the office for more than the allocated number of days for training and during the probation period. Post-holder may be required to travel, from time to time, in the performance of their duties.

Job Purpose

Reporting to the Strategic Policy Officer and sitting within the Strategic Policy and Communication Business Area, this new role will support the delivery of key strategic policy priorities and research as identified in PSI's Corporate Strategy and Service Plans. The main purpose of the role will be to conduct research, carry out analysis, prepare policy briefings and reports and also support assigned project work.

Key Duties and Responsibilities

Key duties of the role will include but are not limited to:

- Carry out research and analysis (both quantitative and qualitative) in a cohesive, structured manner to support the development of PSI's policy position in relation to strategic policy issues, including regulatory and national healthcare strategy. This includes research to inform PSI's regulatory response to policy direction from the Department of Health to support the expansion of the role of pharmacists.
- Present research outputs, both written and verbally, in a structured, clear and evidence-based manner to internal and external stakeholders.
- To promote research capacity building across PSI, develop policies and procedures for conducting research to support cross-organisational consistency in PSI's research approach and assist with its ongoing dissemination across the organisation.
- Utilise policy expertise, research and project management skills to support successful delivery of projects assigned to the Strategic Policy and Communication business area.
- Engage with both internal and external stakeholders, and represent the PSI at external conferences and events as needed.
- Keep abreast of health and pharmacy policy developments nationally and internationally to support up-to-date and best practice input into policy and research decisions.
- Other duties assigned by the PSI Management and/or the Registrar.

General

- Regularly analyse current workflows to identify opportunities to improve.
- Ensure standard business processes and procedures are documented and up-to-date.
- Provide advice, guidance and training to colleagues and various stakeholders in your area of expertise.
- Share knowledge and learning with your team and wider organisation.
- Provide support to organisational projects, working groups, committees, etc.
- Work and manage within a matrix reporting structure when required.
- Promote and contribute to a culture of continuous improvement, transformation and innovation within PSI, including supporting our work as an organisation to retain and enhance our recognition under the EFQM Excellence Model.
- Identify risk and assist the organisation in our purpose of mitigating regulatory risk in the interests of assuring the public that pharmacy care and services are safe.
- Participate in cross-functional initiatives and developments that contribute to the delivery of the strategic objectives of PSI.
- Proactively engage in performance development reviews and actively engage in opportunities for learning and development.
- Other duties assigned by PSI Management and/or the Registrar/Chief Officer.

Important note: PSI is undergoing a process of digital transformation and organisation renewal. Therefore, job content (including titles), lines of reporting and organisational positioning of individual roles will be subject to change and evolution.

Key Requirements

Candidates must have, on the closing date for receipt of applications:

- A relevant third level qualification
- A minimum of 5 years of relevant professional experience
- Excellent report-writing skills, with professional experience of developing formal written reports/papers
- Excellent presentation development and delivery skills
- Experience in conducting research and analysis using a range of methods and tools
- Experience in policy analysis and development
- Ability to work independently and take initiative
- Ability to think creatively, with strong problem-solving skills

In addition, the following are considered desirable:

- A research-based degree at level 9 or higher on the National Framework of Qualifications
- Experience with third-party and stakeholder management

- A formal project management qualification and/or demonstrated project management experience, with an ability to work on, and contribute to, multiple projects at the same time
- Experience in professional or health regulation

Key Competencies	
Competencies	Description
Specialist Knowledge / Expertise & Self Development	<ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the Team and Business Area/ Organisation and effectively communicates this to others. • Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work. • Focuses on self-development, striving to improve performance.
Management & Delivery of Results	<ul style="list-style-type: none"> • Takes responsibility and is accountable for the delivery of agreed objectives. • Successfully manages a range of different projects and work activities at the same time. • Structures and organises their own and others work effectively. • Is logical and pragmatic in approach, delivering the best possible results with the resources available. • Delegates work effectively, providing clear information and evidence as to what is required. • Proactively identifies areas for improvement and develops practical suggestions for their implementation. • Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively. • Applies appropriate systems/ processes to enable quality checking of all activities and outputs. • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers.
Judgment, Analysis & Decision Making	<ul style="list-style-type: none"> • Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors. • Takes account of any broader issues, agendas, sensitivities and related implications when making decisions. • Uses previous knowledge and experience in order to guide decisions. • Uses judgement to make sound decisions with a well-reasoned rationale and stands by these.

	<ul style="list-style-type: none"> • Puts forward solutions to address problems.
<p>Team Leadership</p>	<ul style="list-style-type: none"> • Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise. • Provides clear information and advice as to what is required of the team. • Strives to develop and implement new ways of working effectively to meet objectives. • Leads the team by example, coaching and supporting individuals as required. • Places high importance on staff development, training and maximising skills & capacity of team. • Is flexible and willing to adapt, positively contributing to the implementation of change.
<p>Interpersonal & Communication</p>	<ul style="list-style-type: none"> • Builds and maintains contact with colleagues and other stakeholders to assist in performing role. • Acts as an effective link between staff and senior management. • Encourages open and constructive discussions around work issues. • Projects conviction, gaining buy-in by outlining relevant information and selling the benefits. • Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances. • Presents information clearly, concisely and confidently when speaking and in writing. • Collaborates and supports colleagues to achieve organisational goals.
<p>Drive & Commitment to PSI Values</p>	<ul style="list-style-type: none"> • Public safety is at the heart of everything, acts to ensure that safety. • Values, appreciates and respects everyone engaged with. • Works in partnership with colleagues and all stakeholders. • Behaves with integrity and objectivity, actions are evidence-based and timely.

Conditions of Employment

Probation

A probationary period of **11 months** applies to this position.

Pay

The salary scale for this post is **€54,764 - €64,358** (Higher Executive Officer Grade – Civil Service), per annum with two Long Service Increments (**€66,667** and **€68,970**, pro-rata for shorter term contracts). Entry will be at the first point of the scale for new entrants and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance increments may be payable in line with current Government Policy.

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

Superannuation

The successful candidate will, upon appointment, become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.

Hours of Attendance/Working Week

The normal working week is not less than **35 hours**, exclusive of lunch breaks. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties, subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

Annual leave is **29 days** per annum rising to **30 days** per annum after 5 years of service, pro-rata for shorter term contracts. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays and Good Friday.

Outside Employment

This role is full-time, and the appointee may not engage in private practice or be connected with any outside business which conflicts in any way with his/her duties, impairs performance or compromises his/her integrity.

The appointee must avoid involvement in outside employment/business interests in conflict or potential conflict with the business of the PSI. Clarification must be sought from management where doubt arises.

How to Apply

To apply for this post, candidates should submit a comprehensive covering letter outlining why they believe their skills, experience and values meet the requirements, an up-to-date CV and the completed application form.

This documentation should be emailed to the HR Team at recruitment@psi.ie on or before the closing date of **17:00 on Wednesday, 22nd November 2023**.

Late applications will not be accepted.

The PSI is an equal opportunity employer.

Selection Process

The selection process may include:

- A competitive shortlisting of candidates based on the information submitted in their application. Both essential and desirable requirements will be used to assess the relevance of applications received.
- Up to two rounds of competitive interview before an interview board which may include an assessment and/or a presentation.
- An offer of employment will be dependent upon the candidate furnishing suitable professional references, proof of credentials and upon their successful completion of a pre-employment medical.

A panel of candidates may be established from this competition to fill other permanent and temporary roles as Strategic Policy and Research Coordinator that may arise over the next 12 months.

Interview

Interviews will be held in **December 2023**.

The PSI is not in a position to reimburse expenses incurred by applicants for interview.

Candidates who do not attend for interview or other assessment when required, or who do not, when requested, furnish such evidence as the PSI requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidate Obligations

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Interfere with or compromise the process in any way

A third party must not impersonate a candidate at any stage of the process.

GDPR Privacy Notice – Recruitment Process

Purpose

The PSI conducts a competency-based recruitment process. Candidates are asked to submit a CV and a comprehensive covering letter or an application form. The recruitment process will include a pre-employment medical assessment and references check and may also involve psychometric testing.

As part of the recruitment process, the PSI will process personal data relating to potential candidates. Personal data means any information relating to an identified or identifiable living individual. The categories of personal data defined by the General Data Protection Regulation (“GDPR”) include identification data e.g. name, address and emails. It also includes special categories of personal data for more sensitive information such as data concerning health. In meeting its data protection obligations, the PSI is committed to being accountable and transparent about how it collects and uses personal data provided in your application and as part of the recruitment process.

In the case of a successful candidate, some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address).

Legal Basis for Processing Personal Data

The PSI processes the personal data contained in your CV, covering letter and application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is required from the applicant in order to process any personal data in your application for the specific purpose of progressing your application during the recruitment process.

In the case of a successful candidate(s), some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address). The personal data of potential employees, and employees, is processed on the basis that it is necessary for the PSI’s compliance with legal obligations (Article 6(1)(c) GDPR), which includes employment legislation. PSI personnel are provided with an internal privacy statement in relation to the use of employee information.

How Your Information May Be Shared

The following parties may receive your information for reasons outlined below:

Recipient	Purpose
HR (PSI internal)	Storing application, acknowledging responses and corresponding with candidates.
HR (external service provider)	In the recruitment of certain posts, the PSI may outsource some or all parts of the recruitment process to an external service partner. An external service partner will receive candidate submissions, in full or part, to assist with administration or assessment for the post, or to manage the entire recruitment process.
Designated Hiring Manager	The designated hiring manager(s) and/or a Head of Department will receive applications to conduct shortlisting of candidates.

Interview Panel	Member(s) of Interview Panel(s), including the designated Hiring Manager and/or Head of Department and /or independent member(s) external to the PSI will receive applications to conduct the assessment of candidates.
HR (external service provider – psychometric or other testing)	In the recruitment process for certain post, the PSI may require psychometric or other testing to be carried out by an external service provider. The external service provider will receive candidate information, in full or part, to be used as directed by the PSI to conduct the assessment and provide information to the PSI. They will hold information relating to a candidate only for a period necessary to fulfil the service required.
Referees	Candidates are asked to provide references who can be contacted to validate work history and/or comment on suitability of the candidate for the position. Where a candidate gives consent for the PSI to contact a named referee(s), referee(s) will be provided with the candidate’s name for the purpose of providing the reference.
Occupational Health	If considered for appointment to the role, a candidate will be asked to undergo a pre-employment medical assessment. The PSI will notify the occupational health provider of the name of the candidate and contact telephone number.

Data Transfers Outside The EU/EEA

There is no transfer of information outside of the EU/EEA in the course of this process.

Automated Decision Making

This does not apply to this process.

How Long We Store Your Data

The PSI has a document management policy and retention schedule in relation to the information it holds. This may be updated from time to time.

For unsuccessful candidates, applications and all relevant correspondence will be retained and held securely by the PSI’s HR Office for a period of 12 months. At the end of that period, or once you withdraw your consent, your data is securely deleted or destroyed.

For successful candidates, their application (to include interview records, assessments such as psychometric tests and evaluations of interviews conducted) will be placed on their employee file and retained during the course of their employment and for an appropriate period thereafter.

Your Data Protection Rights

You have rights in relation to the data held and processed about you by the PSI. The PSI has a Data Protection Officer, who can be contacted if you wish to exercise your data protection rights.

Email: dataprotection@psi.ie

Address: Data Protection Officer, Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72.

There is a [subject access request form](#) available on the PSI website.

Right	Explanation
Access	You can request and receive access to the information held about you for the purpose of this process at any time.
Portability	You can request and receive a copy of this information, in electronic/transferrable format, at any time.
Erasure	You can request the data held be erased. The anticipated retention period is outlined above.
Rectification	You can request to have any incorrect information about you updated or corrected.
Objection	You can withdraw your consent or object to this information being processed.
Complaint	You can make a complaint to the PSI's Data Protection Officer (above) and/or make a complaint to the relevant supervisory authority in Ireland, the Data Protection Commission (www.dataprotection.ie)