



Candidate Information

Business Analyst / Anailísí Gnó (Higher Executive Officer)

Business Transformation Office/PMO

Closing Date:

Friday, 3 May 2019 at 5.30 pm

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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;
- Assessing compliance and taking actions to address poor performance, practices and behaviours through our inspection and enforcement functions, by considering formal complaints made against a pharmacist or a pharmacy and through the imposition of sanctions;
- 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.

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/CEO 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 set in the PSI Corporate Strategy 2018-2020 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 five value statements. Each statement is accompanied by a white icon: a heart with hands for 'Serve the public', a flag for 'Lead by example', two people for 'Everyone Counts', a speech bubble for 'Work Together', and a circular arrow for 'Embrace Change'. The text for each value is in white, with the value name in a light blue color.

- 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.
- Work Together**
We work in partnership with our colleagues and all our stakeholders.
- Embrace Change**
We are innovative and we adapt to achieve results and continuously improve.

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

Position Specification

Job Title:	Business Analyst / Anailísí Gnó
Reporting Relationship:	Post-holder will report to the Business Transformation Project Manager Reporting relationship may change in line with changes to the organisational design and structure of the PSI.
Grade:	Higher Executive Officer
Contract Type:	Three-year fixed term contract
Location:	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2. Post-holder may be required to travel, from time to time, in performance of their duties.

Job Purpose

This post forms part of the PSI's newly established Business Transformation Office. This office is also intended to function as a project management office (PMO).

During the life of the PSI Corporate Strategy 2018-2020, we are committed to reviewing our internal and business processes, with the aim of streamlining services and customer interactions for the benefit of those who engage with us. Through investments in improved technology and information management infrastructure, the PSI will extend the use of digital technology to support the business. Our intention is to improve our business efficiency and reduce unnecessary administrative burden on regulated entities – persons and businesses – through the creative, convenient and secure use of online technologies.

The PSI's vision is to implement a fully managed and secure technology solution to serve as our Single Customer View (SCV). The SCV will be the "single version of the truth" with regards to data and will act as the repository for building a regulatory risk management framework for improving the regulation of pharmacies and pharmacists while acting as the core register for pharmacies, pharmacists and pharmaceutical assistants with online self-service capabilities for all. The SCV will deliver high quality management information to the benefit of all stakeholders.

The purpose of this post is to support the identification, development and implementation of changes to business processes and systems in pursuit of our business transformation objectives and 'better ways of working' agenda.

Reporting to the Business Transformation Manager, the Business Analyst will analyse and document the business processes, workflows, identifying inter-dependencies and interfaces while at the same time understanding the relationship between the legislative and regulatory requirements and business processes.

The Business Analyst role will support the PSI to fulfil its delivery of the Corporate Strategy 2018-2020 in particular in relation to the strategic area of 'Building an effective organisation

and benchmarking our performance’ to ensure that the PSI is an agile and high-performing organisation. This will enable the PSI to be capable of delivering on our mission and on the strategic area of ‘Regulating effectively for better health outcomes and patient safety’ and will do so in ways that are proportionate, effective and risk-based.

Key Duties and Responsibilities

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

- Analyse and document business processes across the PSI, including workflows, identifying interdependencies, interfaces and understanding the relationship between the statutory/regulatory framework and business processes.
- Gather, prioritise and document requirements, create specifications, workshop facilitation, business process design, reports design and business process modelling.
- Identify areas and opportunities for efficiencies and streamlining, leveraging lean practices to develop best in class processes, establish standard processes, and systems integration.
- Keep under review and monitor all PSI business processes.
- Guide the implementation and roll-out of new transformation developments, with a particular emphasis on consistency and alignment, with reference to best practice, outcome measures and value for money.
- Work with our technology vendor to distil and validate requirements.
- Work with senior managers to promote and contribute to continuous improvement, innovation and professional development within the PSI.
- Advocate for and promote a culture of continuous improvement and transformation and professional development across the PSI, including supporting our work as an organisation to achieve and retain external recognition under the EFQM Excellence Model.
- Participate in cross-functional initiatives and developments that contribute to the delivery of the strategic objectives of the PSI.
- Proactively engage in performance development reviews and actively engage in opportunities for learning and development.
- Identify risk and assist the organisation in our purpose of mitigating regulatory risk in the interests of assuring the public of safe pharmacy care and services.
- Any other duties assigned by the Business Transformation Project Manager, Head of Operations or the Registrar/Chief Officer.

Important note: PSI is undergoing a process of digital transformation and organisation renewal. Therefore, job content and lines of reporting for individual roles will be subject to change and evolution over the coming three years.

Key Requirements

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

- 3 years' experience in a Business Analyst or similar role
- Experience documenting process flows
- Experience in gathering, documenting and prioritizing requirements
- Worked with technology vendors to distill and validate requirements
- Good people skills as will need to work closely with all PSI staff
- Ability to manage the business through UAT
- Flexible attitude and ability to seamlessly move into support, training, UAT etc. when required
- Experience in the use of appropriate technology and IT applications, including excellent MS Office skills: Visio, Word, Excel and PowerPoint.

In addition, the following are considered desirable:

- A formal project management or Business Analyst certification, process/quality improvement certification, etc.
- Experience in facilitating cross-functional workshops and stakeholder engagement activities.
- Experience of a similar transformation project within a civil/public service body.

Key Competencies

Business Analyst – Business Transformation Office	
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 PSI and effectively communicates this to others • Has high levels of expertise relevant to the Business Analyst role • Focuses on self-development, striving to improve performance
Management and 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
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 and related implications when making decisions • Uses previous knowledge and experience in order to guide decisions • Makes sound decisions with a well-reasoned rationale and stands by these

	<ul style="list-style-type: none"> • Puts forward solutions to address problems
Team Leadership	<ul style="list-style-type: none"> • Works with the team to facilitate high performance, developing clear and realistic objectives and addressing any 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 and capacity of team. • Is flexible and willing to adapt, positively contributing to the implementation of change
Interpersonal & Communication Skills	<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
Commitment to PSI Values	<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 • Strives to perform at a high level, investing significant energy to achieve agreed objectives • Demonstrates resilience in the face of challenging circumstances and high demands • Is personally trustworthy and can be relied upon • Ensures that customers are at the heart of all services provided • Upholds high standards of honesty, ethics and integrity

Probation

A probationary period of eleven months applies to this position.

Pay

The Higher Executive Officer (HEO) salary scale will apply to this position.

The Higher Executive Officer PPC (Personal Pension Contribution) salary scale for this position, with effect from 1 January 2019, is as follows:

€50,832 – €52,233 – €53,638 – €55,040 – €56,441 – €58,466 – €59,792 – €61,122 (LSI 1) – €62,454 (LSI 2).

This rate will also apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 and is required to make a personal pension contribution.

Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years' satisfactory service at the maximum of the scale.

Important note: The rate of remuneration, including the award of increments which are subject to satisfactory performance, will be in accordance with Government pay 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 37 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 pro-rata, rising to 30 days after 5 years' service and 31 days after 10 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave and is based on a five-day week and is exclusive of the usual public holidays and Good Friday.

Outside Employment

The role of Business Analyst 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, each candidate should submit a comprehensive covering letter outlining why they believe their skills, experience and values meet the requirements of the post highlighting the relevant key competencies along with an up-to-date CV.

This documentation should be emailed to Kevin Griffiths, HR Development Project Manager, at recruitment@psi.ie on or before the closing date of 5.30pm on the 3rd of May 2019.

Secondment arrangements from suitability qualified candidates from other public service bodies will be considered subject to agreement with their current employing authority.

Late applications will not be accepted.

The PSI is committed to a policy of equal opportunity.

Selection Process

The selection process may include:

- A shortlisting of candidates based on the information submitted in their application;
- A competitive interview before a main interview board which may include an assessment and/or presentation;
- An offer of employment will be dependent upon the candidate furnishing suitable references and upon their successful completion of a pre-employment medical.

References

We would appreciate it if candidates could start considering names of people who would be a suitable referee that we might consult (2-3 names and contact details). Please be assured that PSI will only contact referees should you come under consideration for appointment after interview stage.

Interview

It is anticipated that interviews will be held mid-late May.

The onus is on all applicants who are shortlisted for interview to ensure they are available for interview on the identified date. Please note that the PSI cannot 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. Candidates are expected to provide all requested documentation. 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.

Candidate Obligations

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Personate a candidate at any stage of the process
- Interfere with or compromise the process in any way.

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, in the case of other posts an application form. The recruitment process may also involve psychometric testing and a pre-employment medical assessment.

As part of the recruitment process, 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 of application and/or application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is demonstrated by the submission of the signed consent form to accompany your CV and covering letter of application. The consent form is available for download from the PSI website: <https://www.thepsi.ie/tns/about-psi/recruitment.aspx>. 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)