

## Candidate Information Booklet

Finance and Support Services

Executive / Feidhmeannach Seirbhíse

Airgeadais agus Tacaíochta

Executive Officer Grade

Closing Date:

20<sup>th</sup> January 2019

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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, taking action 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.

### 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 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.

**Serve the public**  
The safety of the public is at the heart of everything we do, and we act to ensure that safety.

**Everyone Counts**  
We value, appreciate and respect everyone we engage with.

**Work Together**  
We work in partnership with our colleagues and all our stakeholders.

**Lead by example**  
We behave with integrity and objectivity. Our actions are evidence-based and timely.

**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](http://www.psi.ie).

## Role Specification

|                           |  |
|---------------------------|--|
| <b>Job Title:</b>         | Finance and Support Services Executive / Feidhmeannach<br>Seirbhíse Airgeadais agus Tacaíochta |
| <b>Grade:</b>             | Executive Officer  |
| <b>Contract Type:</b>     | Full-time  |
| <b>Contract Duration:</b> | Permanent  |
| <b>Location:</b>          | Post will normally be located at PSI House, 15-19 Fenian Street,<br>Dublin 2.                  |

### Job Purpose

The post holder will support the administration of all aspects of the accounts payable function and assist in the day-to-day running of facilities management activities. Reporting into the Finance and Support Services Manager, the position will interact with staff, management and stakeholders at all levels in the organisation.

### Key Duties and Responsibilities

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

#### Accounts Payable

- Administration and coordination of the accounts payable function including the timely and accurate posting of invoices and issuing to the relevant budget holder for approval.
- Resolving any queries with suppliers and staff, Council and Committee members and escalating if appropriate.
- Preparing the weekly payment runs and ensuring that all payment terms are in line with Prompt Payment of Accounts Act 1997.
- Monthly reconciliation of creditor's balances and creditors' ledger.
- Processing and payment of expense claims from staff, Council and Committee members in line with public sector travel and subsistence policy and procedures set by the Department of Public Expenditure and Reform.
- Processing of professional service withholding tax (PSWT) and submission of monthly returns to Revenue.
- Preparing prompt payment reports and other administration and finance statistics as required under the Freedom of Information Act 2014.
- Monthly preparation and reconciliation of the organisation's bank accounts.
- Dealing with the organisational credit card, ensuring compliance with policy and reconciling statements.
- Assisting with the preparation of the monthly management accounts including preparing monthly accruals and journal entries.
- Providing assistance with internal and external audits as required.

#### Facilities

- Day-to-day administration and liaising with the outsourced facilities management service provider.
- Coordination of weekly and quarterly contract management meetings and any required follow-up.

- Ensuring returns are made to SEAI to comply with SI 542 (public sector) and compile annual usage reports and quarterly returns.
- Provide administrative support to the Unit Manager with procurement activities including co-ordinating meetings and ensuring procurement files are complete.
- Maintaining the organisational Service provider/Supplier contracts database and updating as required.
- Provide support in ensuring that the organisation meets Health and Safety requirements.

#### Others

- Provide support to organisational projects, working groups, committees, etc.
- Promote and contribute to a culture of continuous improvement, transformation and innovation within the 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 the PSI.
- Proactively engage in performance development reviews and actively engaging 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 over the course of the next two years. 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 minimum two years' experience in a similar financial administration role
- Experience in using financial systems
- At least intermediate level in Excel (e.g. pivot tables and formulae)
- Strong attention to detail and ability to manage competing priorities and deadlines

In addition, the following are considered desirable:

- A third level qualification, preferably in business or finance
- Working knowledge of Sage 200
- Accounting Technician Ireland membership or working towards membership of a professional accountancy body
- Experience in dealing with Revenue and the Revenue Online Service (ROS)
- Knowledge of public sector procurement
- Knowledge of Health and Safety requirements

## Key Competencies

| <b>Finance and Support Services Executive</b>                  |   |
|--|---|
| <b>Competencies</b>  | <b>Description</b>  |
| <b>Specialist Knowledge / Expertise &amp; Self Development</b> | <ul style="list-style-type: none"> <li>• Displays high levels of skills/ expertise in own area and provides guidance to colleagues</li> <li>• Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and organisation and can communicate this to the team</li> <li>• Demonstrates the importance of development by setting aside time for self-development initiatives</li> <li>• Demonstrates and maintains a broad knowledge of financial matters, current trends and techniques and proactively pursues new developments</li> </ul>   |
| <b>People Management</b>                                       | <ul style="list-style-type: none"> <li>• Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues</li> <li>• Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise</li> <li>• Values and supports the development of others and the team</li> <li>• Encourages and supports new and more effective ways of working</li> <li>• Deals with tensions within the team in a constructive fashion</li> <li>• Encourages, listens to and acts on feedback from the team to make improvements</li> <li>• Actively shares information, knowledge and expertise to help the team to meet it's objectives</li> </ul> |
| <b>Analysis &amp; Decision Making</b>                          | <ul style="list-style-type: none"> <li>• Effectively deals with a wide range of information sources, investigating all relevant issues</li> <li>• Understands the practical implication of information in relation to the broader context in which s/he works - procedures, divisional objectives etc.</li> <li>• Identifies and understands key issues and trends</li> <li>• Correctly extracts &amp; interprets numerical information, conducting accurate numerical calculations</li> </ul>  |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Draws accurate conclusions &amp; makes balanced and fair recommendations backed up with evidence</li> </ul>  |
| <b>Delivery of Results</b>                      | <ul style="list-style-type: none"> <li>• Takes ownership of tasks and is determined to see them through to a satisfactory conclusion</li> <li>• Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation</li> <li>• Constructively challenges existing approaches to improve efficient customer service delivery</li> <li>• Accurately estimates time parameters for project, making contingencies to overcome obstacles</li> <li>• Minimises errors, reviewing learning and ensuring remedies are in place</li> <li>• Maximises the input of own team in ensuring effective delivery of results</li> <li>• Ensures proper service delivery procedures/protocols/reviews are in place and implemented</li> </ul> |
| <b>Interpersonal &amp; Communication Skills</b> | <ul style="list-style-type: none"> <li>• Modifies communication approach to suit the needs of a situation/ audience</li> <li>• Actively listens to the views of others</li> <li>• Liaises with other groups to gain co-operation</li> <li>• Negotiates, where necessary, in order to reach a satisfactory outcome</li> <li>• Maintains a focus on dealing with customers in an effective, efficient and respectful manner</li> <li>• Is assertive and professional when dealing with challenging issues</li> <li>• Expresses self in a clear and articulate manner when speaking and in writing</li> </ul>  |
| <b>Commitment to PSI Values</b>                 | <ul style="list-style-type: none"> <li>• Public safety is at the heart of everything, acts to ensure that safety</li> <li>• Values, appreciates and respects everyone engaged with</li> <li>• Works in partnership with colleagues and all stakeholders</li> <li>• Behaves with integrity and objectivity, actions are evidence-based and timely</li> </ul>   |

## Conditions of Employment

### Probation

A probationary period of 11 months applies to this position.

### Pay

The salary scale for this post is € 30,127 - € 47,712 with two Long Service Increments at € 49,274 and € 50,834 (Executive Officer, Civil Service scale) per annum. 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 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 23 days per annum, rising to 24 after 5 years and 25 after 10 years. 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 Office at [recruitment@psi.ie](mailto:recruitment@psi.ie) on or before the closing date of **12.00 noon** on 20<sup>th</sup> January 2020.

Late applications will not be accepted.

The PSI is an equal opportunity employer.

## Selection Process

The selection process may include:

- A shortlisting of candidates based on the information submitted in their application;
- A competitive interview before an interview board which may include an assessment and/or 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.

## Interview

Interviews will be held in January 2020.

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](mailto: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 ( <a href="http://www.dataprotection.ie">www.dataprotection.ie</a> ) |