



Candidate Information Booklet

Head of Practitioner Assurance/
Ceannaire Dearbhú Cleachtóirí
(Assistant Principal Higher)

Deadline for application

8th December 2021

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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 to its left. The icons are: a hand holding a heart, a flag, two people, a person with a circular arrow, two speech bubbles, and a person with a circular arrow.

- 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.

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 2021-2023 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:	Head of Practitioner Assurance / Ceannaire Dearbhú Cleachtóirí
Grade:	Assistant Principal (Higher)
Contract Type:	Full-time
Contract Duration:	24 months (purpose is to cover for a period of secondment)
Location:	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2.

Job Purpose

Reporting to the Registrar/Chief Officer, the Head of Practitioner Assurance will lead on delivering the system of assuring the quality and standard of the education and training provided to pharmacy students in Irish universities and of the system for overseeing the continuing professional development (CPD) of pharmacists. The postholder is also responsible for leadership of the fitness to practise and other processes in place to assure the public that pharmacists are safe to practise their profession. This role also involves responsibility for PSI's internal legal affairs function.

Key Duties and Responsibilities

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

Practitioner Assurance

- Lead the effective and proportionate regulation of the pharmacist profession across all aspects of professional practice.
- Oversee all aspects of the accreditation system relating to pharmacist education and training in Ireland.
- Ensure that the continuing professional development (CPD) model for pharmacists is fit-for-purpose, brings added value to the profession and is aligned with good practice and evolving thinking in the area of ongoing professional learning.
- Provide direction in the periodic review of the Code of Conduct for pharmacists and in the development of other necessary resources to support pharmacists in the practice of their profession.
- Ensure that timely and effective action is taken to ensure that pharmacists are operating to high standards of safety and reliability in their professional practice.
- Take responsibility for the implementation of, and effective management and performance of, the PSI's functions under Part 6 of the Pharmacy Act as it relates to complaints, inquiries and sanctions.
- Ensure that all activities involved in the holding of inquiries, disciplinary committee meetings and Council sanction procedures are carried out to the standard required by PSI.
- Manage the monitoring of undertakings given by, and conditions imposed on, practitioners.

- Ensure the provision of an effective legal service to the organisation.
- Manage and coordinate all relationships with external legal advisors regarding all Pharmacy Act Part 6 processes and other legal services provided under contract.

Managerial responsibilities

- Actively participate as a member of the Executive Leadership Team.
- Be responsible for the definition, delivery and implementation of business strategies that support organisational objectives.
- Take responsibility for compliance with, and implementation of, best practice in the assigned functional areas and oversee quality assurance initiatives.
- Leverage the potential of digital transformation and continuous improvement to optimise service delivery and increase resources for risk-based added value activities.
- Adapt business priorities to meet changing and emerging needs into the future.
- Manage and mitigate risks in the functional area and strategic objectives for which the post has oversight.
- Manage any assigned staff in accordance with PSI policies and procedures.
- Mentor, develop and build the capability of assigned managers.
- Lead an organisational culture that supports high performance, employee engagement and organisational effectiveness.
- Promote the mission, vision and values of PSI.
- Build, manage and maintain productive and positive relationships with internal and external stakeholders.

General

- Share knowledge and learning with the 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 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 relevant level 8 degree or equivalent on the National Framework of Qualifications (NFQ) and/or a professional qualification
- A minimum of 10 years of work experience, ideally 15+ years
- A minimum of 3 years' experience in team management, ideally 5+ years
- Substantial experience in at least one of the following areas:
 - Healthcare professional education, training and ongoing development
 - Public and administrative law

In addition, the following are considered desirable:

- A relevant post-graduate qualification at level 9 or equivalent on the NFQ
- Experience in supporting bodies and/or committees/panels exercising quasi-judicial decision-making functions
- Experience in a public regulatory body, ideally in the health or social care fields
- Experience in the management of externally contracted legal service providers

Key Competencies

Competencies	Description
Specialist Knowledge / Expertise & Self Development	<ul style="list-style-type: none"> • Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department/ Organisation. • Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role. • Maintains a strong focus on self-development, seeking feedback and opportunities for growth.
Management & Delivery of Results	<ul style="list-style-type: none"> • Initiates and takes personal responsibility for delivering results/ services in own area. • Balances strategy and operational detail to meet business needs. • Manages multiple agendas and tasks and reallocates resources to manage changes in focus. • Makes optimum use of resources and implements performance measures to deliver on objectives. • Ensures the optimal use of ICT and new delivery models. • Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements. • Instils the importance of efficiencies, value for money and meeting corporate governance requirements. • Ensures team are focused and act on Business plans priorities, even when faced with pressure.
Judgement & Decision Making	<ul style="list-style-type: none"> • Identifies and focuses on core issues when dealing with complex information/ situations. • Assembles facts, manipulates verbal and numerical information and thinks through issues logically. • Sees the relationships between issues and quickly grasp the high level and socio-political implications. • Identifies coherent solutions to complex issues. • Takes action, making decisions in a timely manner and having the courage to see them through. • Makes sound and well-informed decisions, understanding their impact and implications. • Strives to effectively balances the sectoral issues, political elements and the citizen impact in all decisions.

Leadership & Strategic Direction	<ul style="list-style-type: none"> • Leads the team, setting high standards, tackling any performance problems & facilitating high performance. • Facilitates an open exchange of ideas and fosters and atmosphere of open communication. • Contributes to the shaping of Departmental / Government strategy and policy. • Develops capability and capacity across the team through effective delegation. • Develops a culture of learning & development, offering coaching and constructive / supportive feedback. • Leads on preparing for and implementing significant change and reform. • Anticipates and responds quickly to developments in the sector/ broader environment. • Actively collaborates with other Departments, Organisations and Agencies.
Building Relationships & Communication	<ul style="list-style-type: none"> • Speaks and writes in a clear, articulate and impactful manner. • Actively listens, seeking to understand the perspective and position of others. • Manages and resolves conflicts / disagreements in a positive & constructive manner. • Works effectively within the political process, recognising & managing tensions arising from different stakeholders' perspectives. • Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals. • Proactively engages with colleagues at all levels of the organisation and across other Departments/Organisations and builds strong professional networks. • Makes opinions known when s/he feels it is right to do so.
Drive & 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

Conditions of Employment

Probation

A probationary period of 11 months applies to this position.

Pay

The salary scale for this post is €76,510 - €89,872 (Assistant Principal Higher, Civil Service) per annum with two Long Service Increments (€92,765 and €95,665). 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 30 days per annum. 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 on or before the closing date of **12.00 noon** on 8th December 2021.

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 online 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.

Interview

Interviews will be held in December 2021.

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/transferable 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)