



# Candidate Information Booklet

Quality and Safety Manager (Community Pharmacy) / Bainisteoir Cáilíocht agus Sábháilteach (Cógaslann Pobail)  
(Assistant Principal Officer)

Deadline for application

04<sup>th</sup> October 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 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' (circular arrow icon), 'Work Together' (speech bubbles icon), and 'Lead by example' (flag icon). Each value is followed by a brief description of the value.

 <b>Serve the public</b> The safety of the public is at the heart of everything we do, and we act to ensure that safety.	 <b>Lead by example</b> We behave with integrity and objectivity. Our actions are evidence-based and timely.
 <b>Everyone Counts</b> We value, appreciate and respect everyone we engage with.	 <b>Embrace Change</b> We are innovative and we adapt to achieve results and continuously improve.
 <b>Work Together</b> 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 aims 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](http://www.psi.ie).

## Role Specification

<b>Job Title:</b>	Quality and Safety Manager (Community Pharmacy) / Bainisteoir Cáilíocht agus Sábháilteach (Cógaslann Pobail)
<b>Grade:</b>	Assistant Principal 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, Dublin 2.

### Job Purpose

This position, one of two at this level, is a new role reporting directly to the Head of Community Pharmacy Assurance. The Quality and Safety Manager will take a lead role in the development, and continuous improvement of, an effective regulatory model for community pharmacies.

Managing a team of Quality Assessors, you will be responsible for all aspects of quality assessment across a diverse caseload of community pharmacies. In this role you will make a real contribution to PSI's mission of protecting the public while also working with the community pharmacy sector to build a strong culture of safety, quality and good governance across community pharmacies in Ireland.

### Key Duties and Responsibilities

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

#### Quality and Safety – Operational

- Effectively manage the day-to-day operations of the assigned Quality and Safety Team, in line with the provisions of the Pharmacy Act 2007.
- Manage all aspects of formal inspections, including participating as an Authorised Officer where required, and contribute to investigative and enforcement activities, as required.
- Ensure that all assessments, inspections and/or standards monitoring visits (virtual and on-site) are conducted in accordance with the processes and protocols in place.
- Develop a plan for positive engagement with the Superintendent Pharmacists responsible for the community pharmacies in your assigned caseload and manage the delivery of same.
- Resolve complex operational and regulatory risk issues within the team and make significant decisions and recommendations as to necessary regulatory responses, including enforcement and/or other actions.
- Allocate workload and review output and recommendations from staff.
- Assist in the development of a caseload approach to managing pharmacy assurance and lead on the roll out of the approach.
- Assist in budgetary management including monitoring of financial performance and activity for the team.

#### Quality and Safety – Developmental

- Contribute to the development, monitoring and review of Standards for Community Pharmacies.

- Contribute to the development of relevant support and guidance materials for community pharmacies.
- Support the development of a risk-based approach to pharmacy assurance.
- Take a leading role in the development of a digital case management system.
- Provide expert advice in relation to ongoing developments in your area of responsibility.
- Contribute to the formulation of amendments to Retail Pharmacy Regulations and the Pharmacy Act.
- Resolve complex policy and regulatory issues and make significant regulatory decisions.

### **Managerial responsibilities**

- Manage any assigned staff in accordance with PSI policies and procedures.
- Manage, develop and build the capability of your team.
- Manage financial resources, allocate workload and review output and recommendations from staff.
- Contribute to an organisational culture that supports high performance, employee engagement and organisational effectiveness.
- Promote the mission, vision and values of the PSI.
- Lead the development and implementation of the business strategy in your area to support organisational objectives.
- Initiate continuous improvement and quality assurance initiatives in your area.
- Ensure standard business processes and procedures are documented and up-to-date.
- Ensure that reporting requirements are met for your team and business area.
- Encourage and contribute to a collaborative approach to work across teams.
- Build, manage and maintain productive and positive relationships with internal and external stakeholders.

### **General**

- Demonstrate a strong commitment to the ethos of patient care and public protection.
- 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 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 of 10 years of work experience, including a minimum of 5 years in at least one of the following areas
  - Regulation/regulatory activities
  - Quality assessment/assurance
  - Patient safety and/or healthcare safety
  - Inspection and/or compliance activities
  - Risk assessment/risk management
- A Bachelor degree equivalent to level 8 on the Irish National Framework of Qualifications
- A minimum of 3 years of experience in people management
- Experience of end-to-end project management and process improvement delivery

In addition, the following are considered desirable:

- A postgraduate qualification in a relevant area such as management, quality and/or risk management or healthcare quality/safety.
- Previous experience in developing regulatory standards, ideally for health and/or social care services
- Thorough understanding and practical experience of risk management frameworks and risk-based approaches to regulation, ideally in healthcare
- Previous experience working in health and/or social care services, ideally in a quality and/or safety role

## Key Competencies

<b>Quality and Safety Manager (Community Pharmacy)</b>	
<b>Competencies</b>	<b>Description</b>
<b>Specialist Knowledge / Expertise &amp; Self Development</b>	<ul style="list-style-type: none"> <li>• Has a clear understanding of the objectives and targets of self and the team and how they fit into the work of the unit and the PSI.</li> <li>• Has a breadth and depth of knowledge of issues relevant to PSI and is sensitive to wider political and organisational priorities.</li> <li>• Is considered an expert by stakeholders in own field/ area.</li> <li>• Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role.</li> </ul>
<b>Management &amp; Delivery of Results</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for challenging tasks and delivers on time and to a high standard.</li> <li>• Plans and prioritizes work in terms of importance, timescales and other resource constraints, re-prioritizing in light of changing circumstances.</li> <li>• Ensures quality and efficient customer service is central to the work of the division.</li> <li>• Looks critically at issues to see how things can be done better.</li> <li>• Is open to new ideas initiatives and creative solutions to problems.</li> <li>• Ensures controls and performance measures are in place to deliver efficient and high value services.</li> <li>• Effectively manages multiple projects.</li> </ul>
<b>Analysis &amp; Decision Making</b>	<ul style="list-style-type: none"> <li>• Researches issues thoroughly, consulting appropriately to gather all information needed on an issue.</li> <li>• Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data).</li> <li>• Integrates diverse strands of information, identifying inter-relationships and linkages.</li> <li>• Uses judgement to make clear, timely and well-grounded decisions on important issues.</li> <li>• Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Takes a firm position on issues s/he considers important.</li> </ul>
<p><b>Leadership</b></p>	<ul style="list-style-type: none"> <li>• Actively contributes to the development of the strategies and policies of the Department/ Organisation.</li> <li>• Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise.</li> <li>• Leads and maximizes the contribution of the team as a whole.</li> <li>• Considers the effectiveness of outcomes in terms wider than own immediate area.</li> <li>• Clearly defines objectives/ goals &amp; delegates effectively, encouraging ownership and responsibility for tasks.</li> <li>• Develops capability of others through feedback, coaching &amp; creating opportunities for skills development.</li> <li>• Identifies and takes opportunities to exploit new and innovative service delivery channels.</li> </ul>
<p><b>Interpersonal &amp; Communication</b></p>	<ul style="list-style-type: none"> <li>• Presents information in a confident, logical and convincing manner, verbally and in writing.</li> <li>• Encourages open and constructive discussions around work issues.</li> <li>• Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors.</li> <li>• Maintains poise and control when working to influence others.</li> <li>• Instills a strong focus on Customer Service in his/her area.</li> <li>• Develops and maintains a network of contacts to facilitate problem solving or information sharing.</li> <li>• Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system.</li> </ul>
<p><b>Commitment to PSI Values</b></p>	<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 €69,659 - €81,593 (Assistant Principal Officer, Civil Service) per annum with two Long Service Increments (€84,225 and €86,865). 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 allowance will be confirmed before appointment. 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 04<sup>th</sup> October 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 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 temporary and permanent roles as Quality and Safety Manager that may arise over the next 12 months.

## Interview

Interviews will be held in October 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](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> )