



## Candidate Information Booklet

Registrant and Customer Relations  
Manager / Bainisteoir Cláraithe agus  
Caidrimh le Custaiméirí

Closing Date:

10 August 2020

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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>	Registrant and Customer Relations Manager / Bainisteoir Cláraithe agus Caidrimh le Custaiméirí
<b>Grade:</b>	Assistant Principal Officer (Civil Service grade)
<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

The PSI is seeking to establish a customer services function within the organisation with the aim of providing a quality customer relations service to all customers of the PSI. The principal customers of the PSI are members of the public and all of our registrants. The term registrant includes pharmacists, pharmacy owners (registered retail pharmacy businesses – RPBs), pharmaceutical assistants and prospective registrants (applicants for registration).

All pharmacist and pharmacy owners (theses may be individuals or legal persons/entities) are required to register with the PSI under the provisions of the Pharmacy Act 2007. They are also required to formally continue their registration on an annual basis. Prospective pharmacist registrants are individuals from Ireland, other EU Member States and non-EU countries who wish to have their qualification as a pharmacist recognised in this country. Such recognition can lead to registration as a pharmacist and is an essential prerequisite to entering the registration process. These are detailed statutory processes involving administrative, educational and legal matters. The provision of relevant information and direction by PSI is a key requirement of a quality service.

The purpose of this role is to ensure that our registrants and other customers can interface with PSI in a streamlined, effective and efficient manner in accordance with the legislation and the regulatory framework in place.

For registrants, this means ensuring that our registration practices are clear, well-defined and ensure that all applicants receive fair consideration and consistent treatment from PSI. Registrants (and applicants for recognition and registration) must be assured of a transparent, objective, impartial and fair registration service.

For our other customers, this means ensuring the delivery of a high quality service that meets the needs of a diverse range of people and parties and that this service is provided in a timely, accessible, engaged and accurate manner. The principal expectation of members of the public is to obtain information and advice in respect of services provided by pharmacies and/or pharmacists. Members of the public also contact the PSI with concerns regarding the quality or safety of pharmacy services or to initiate formal complaints about pharmacists or pharmacies.

The Customer Relations Manager will be responsible for leading the Customer Relations team and for developing the processes and procedures that underpin a quality customer service. An essential element of the service is the proper and timely provision of registration and continued registration in line with the processes and procedures of the PSI and appropriate legal

requirements. The successful candidate will be responsible for designing relevant criteria and procedures that are reliable and valid and ensuring their ongoing reliability and validity.

Ultimately, the Registrant and Customer Relations Manager will play a key role in delivering on the PSI's strategic objective of regulating effectively for better health outcomes and patient safety.

The PSI is currently engaged in a business and organisational transformation programme and the registration and customer service processes and underpinning ICT systems are central to this transformation.

## Key Duties and Responsibilities

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

### Services to Registrants and the Public

- Lead on the development, implementation and updating of all our customer service procedures and interventions
- Ensure that Retail Pharmacy Business, Pharmacist and Pharmaceutical Assistant registration processes are robust, consistent and secure
- Ensure that recognition of pharmacist qualifications is carried out to the highest standards, in line with national and EU legislation, codes of conduct and best practice
- Manage the annual continued registration process and ensure all registers are accurate and up-to-date
- Manage an annual review of PSI registration procedures to include, but not be limited to, an analysis of the efficiency and timeliness of decision-making, and the extent to which the requirements for registration are necessary for, or relevant to, the practice of pharmacy by the profession and the operation of retail pharmacy businesses
- Identify necessary process improvements through ongoing continuous improvement initiatives and work with management to implement necessary changes, including identifying where changes to legislation are required
- Manage all incoming queries and concerns from the public, including the provision of related general information.
- Develop administrative systems, performance monitoring and quality assurance processes within the registrant and customer services team
- Provide advice, guidance, information and training on PSI's Customer Services to both internal and external stakeholders
- Ensure that all legal requirements in the area of registration are met
- Oversee and participate in the development and implementation of policy and strategy
- Ensure a timely and consistent response to requests coming from all stakeholders
- Monitor income and expenditure on ongoing basis in consultation with the Finance and Support Services Manager
- Represent PSI on civil and public service networks across the area of quality customer service

- Develop, promote and maintain effective working relationships with key stakeholders to influence national and international standards in registration and qualification recognition

### **Change Management**

- Manage specific assigned change initiatives end-to-end, including change management interventions, staff communications, stakeholder analysis and management, benefits realisation, risk management and reporting
- Take a proactive role in supporting the delivery of the PSI's programme of business transformation aimed at organisational renewal and better ways of working
- Actively support and manage the introduction of our new technology platform and implement better ways of working within the assigned team(s)

### **Other duties**

- Manage and develop the registrant and customer relations team including assisting in the development and setting of the annual service plan, deliverables, targets and KPIs for the function
- Work with assigned staff to prepare and monitor performance reviews and development plans for the members of the team
- Represent the PSI at national and international fora
- Promote and contribute to a culture of continuous improvement, transformation and innovation within the PSI, including supporting our work as an organisation to retain external 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 of safe pharmacy care and services.
- Participate in cross-functional initiatives that contribute to the delivery of the strategic objectives of the PSI
- Other duties assigned by the Head of Department and/or the Registrar

**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 level 8 degree or equivalent qualification on the National Framework of Qualifications
- A minimum of 5 years of relevant management experience to include significant experience in people management
- Five years' recent experience in areas such as, but not limited to, professional regulation, regulatory compliance, process or customer service development and improvement

In addition, the following are considered desirable:

- A post-graduate qualification at level 9 or equivalent on the NFQ in a management discipline relevant to this post
- Extensive experience in managing a customer relations function, ideally within the public service
- Experience in health or social care or in the regulation of professions or of health/social care services
- Experience of quality systems and quality system management
- Experience of effective end-to-end project management and process improvement delivery

## Key Competencies

Registrant and Customer Relations Manager	
Competencies	Description
<b>Specialist Knowledge / Expertise &amp; Self Development</b>	<ul style="list-style-type: none"> <li>• Has a clear understanding of the roles, objectives and targets of self and the team and how they fit into the work of the Organisation</li> <li>• Has a comprehensive understanding of regulatory processes and practice</li> <li>• Demonstrates record of process improvement delivery and service enhancements</li> <li>• Has a breadth and depth of knowledge of Department and Governmental issues 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>• Effectively manages multiple projects</li> <li>• Assumes responsibility for challenging tasks, delivers on time and to a high standard</li> <li>• Plans and prioritises work in terms of importance, time-scales and other resource constraints, re-prioritising in light of changing circumstances</li> <li>• Ensures quality and efficiency is central to the work of the PSI</li> <li>• Looks constructively to add value to process design and implementation.</li> <li>• Open to new ideas initiatives and creative solutions to problems while recognising the absolute parameters which must be retained</li> <li>• Ensure controls and performance measures are in place to deliver efficient and high value services</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</li> <li>• Understands complex issues quickly, accurately absorbing and evaluating data</li> </ul>

	<ul style="list-style-type: none"> <li>• Integrates diverse strands of information, identifying inter-relationships and linkages</li> <li>• Makes clear, timely and well-grounded decisions on important issues</li> <li>• Considers the wider implications of decisions on a range of stakeholders</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Maximises the contribution of the team as a whole</li> <li>• Clearly defines objectives/goals and delegates effectively, encouraging ownership and responsibility</li> <li>• Brings focus and drive to building and sustaining high levels of performance, addressing performance issues as they arise</li> <li>• Actively contributes to the development of strategies and policies of the PSI</li> <li>• Considers the effectiveness of outcomes in terms wider than their own immediate area</li> <li>• Identifies and takes opportunities to exploit new and innovative service delivery channels</li> </ul>
<b>Interpersonal &amp; Communication</b>	<ul style="list-style-type: none"> <li>• Presents information in a confident, logical and convincing manner, both verbally and in writing</li> <li>• Encourages open and constructive discussions around work issues</li> <li>• Engages effectively with a diverse range of stakeholders</li> <li>• Promotes teamwork and works effectively across other parts of the organisation</li> <li>• Develops and maintains a network of contacts to facilitate problem solving or information sharing</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 €67,659 - €78,816 plus two long service increments (LSIs) (Assistant Principal Officer grade) per annum, pro-rata for shorter term contracts.

**Entry will be at the first point of the scale for new entrants and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.** Subject to satisfactory performance increments may be payable in line with current Government Policy.

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

### Superannuation

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

### Hours of Attendance/Working Week

The normal working week is not less than 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](mailto:recruitment@psi.ie) on or before the closing date of **12.00 noon** on Monday 10<sup>th</sup> August 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;
- Up to two rounds of competitive online 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 late August 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> )