



## Candidate Information Booklet

Education Manager / Bainisteoir  
Oideachais (Health Sector Grade VIII -  
Maternity Leave Cover)

Education and Registration Department

Closing Date:

23<sup>rd</sup> October 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;
- Assessing compliance and taking actions to address poor performance, practices and behaviours through our inspection and enforcement functions, by considering formal complaints made against a pharmacist or a pharmacy and through the imposition of sanctions;
- Providing advice, support and guidance to the public, pharmacy profession and Government on pharmacy care, treatment and services in Ireland.

These functions form the basis of the work we do to promote and assure public confidence and trust in pharmacy practice and pharmacy-delivered care and services in Ireland.

### Governance

The PSI is a public body, which is independent in the exercise of its statutory functions. For public accountability purposes, the PSI operates under the aegis of the Department of Health.

The PSI is governed by a 21-member Council and each member is appointed by the Minister for Health in accordance with the provisions of the Pharmacy Act 2007. The Registrar/CEO is responsible for the day-to-day operation of the PSI.

## Our Vision, Mission and Values

### Our Vision

That the public has access to trusted pharmacy services and that the PSI makes a clear and demonstrable contribution to the availability and quality of those services.

### Our Mission

We protect and promote the health, safety and wellbeing of patients and the public by taking timely and effective action to ensure that pharmacists in Ireland are competent and that pharmacies are operating to high standards of safety and reliability.

### Our Values

Our values underpin how we deliver on our mission. They guide our behaviour, the expectations we set ourselves, and the experience of others who engage with us. They provide evidence as to our commitment to equality and human rights in how we fulfil our role.

Our values ensure that we achieve the objectives set in the PSI Corporate Strategy 2018-2020 in ways that are properly accountable and which meet with the high standards expected of public bodies and of the public servants who work within them.

The infographic is a dark blue rounded rectangle containing six value statements. Each statement is preceded by a white circular icon. The values are: 'Serve the public' (hands holding a heart), 'Everyone Counts' (two people), 'Work Together' (speech bubbles), 'Lead by example' (a flag), and 'Embrace Change' (a circular arrow). The text for each value is in white, with the value name in a light blue color.

 <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.	

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>	Education Manager / Bainisteoir Oideachais
<b>Reporting Relationship:</b>	Post-holder will report to the Head of Education and Registration
<b>Reports:</b>	3 staff
<b>Grade:</b>	Grade VIII (Health Sector Grade)
<b>Contract Type:</b>	Full-time Temporary
<b>Contract Duration:</b>	Fixed-term contract of 9 months (purpose is to cover for a period of maternity leave).
<b>Location:</b>	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2.

### Job Purpose

Reporting to the Head of Education and Registration, the Acting Education Manager will effectively and efficiently manage all day-to-day activities in the area of professional development and learning.

### Key Duties and Responsibilities

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

- Oversee all aspects of the day-to-day operations of the Professional Development and Learning (PD&L) Unit functions, in line with the provisions of the Pharmacy Act 2007
- Ensure that the education-related deliverables set down in the PSI's annual Service Plan are realised, under the direction of the Head of Education and Registration
- Develop, promote and maintain effective working relationships with key stakeholders to influence national and international pharmacy education/registration policy and report to the Head of Education and Registration any developments (both national and international), issues and matters which may affect or have implications for the PSI's statutory education/registration functions
- Manage all aspects of the accreditation system relating to five-year integrated MPharm pharmacist qualification provided by the schools of pharmacy in Ireland
- Manage the outsourcing and winding down of the National Pharmacy Internship Programme (NPIP), incorporating the Professional Registration Examination (PRE)
- Assist in the development of policy and guidelines in relation to the operation of the PSI's system of CPD, including the review and development of accreditation standards for formal CPD programmes, and any matters relating to CPD in the context of continued registration
- Ensure the maintenance of a high performing day-to-day relationship with the Irish Institute of Pharmacy (IIOF) and the IIOF host organization and assure effective oversight and management of contractual requirements
- Manage the system of education remediation in the context of Part 6 of the Pharmacy Act 2007, including development and piloting of new processes and ongoing quality improvement in line with best practice

- Manage and complete performance management assessments and reviews, in line with PSI policy and procedures, as required by the Head of Department and continue the development of the education team
- Assist the Head of Department in the development and preparation of the 2020 Annual Service Plan and budget, reporting on performance throughout the year, oversee compilation of data/statistics for management reports
- Partnering with external stakeholders both in Ireland, at EU-level and internationally and representing the PSI at governmental briefings and events or any other meetings as required
- Manage and develop the education team including the development and setting of the annual service plan, deliverables, targets and KPIs for the function, preparation and implementation of performance reviews and development plans for the members of the team.
- Promote and contribute to a culture of continuous improvement, transformation and professional development 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 Education and Registration and/or the Registrar/Chief Officer.

**Important note:** PSI is undergoing a process of digital transformation and organisation renewal. Therefore, job content and lines of reporting for individual roles will be subject to change and evolution over the course of 2020.

### Key Requirements

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

- A relevant 3rd level qualification and/or professional qualification, e.g. health professions, life sciences, social sciences, education
- A minimum of 5 years' postgraduate experience
- A good understanding of the Pharmacy Act 2007 and other legislation relevant to the role
- An understanding of healthcare education and training

In addition, the following are considered desirable:

- Previous management experience
- Experience of professional regulation with a track record in managing and coordinating an evaluation or a quality system
- Public or civil service experience

## Key Competencies

Education Manager, Education and Registration Department	
Competencies	Description
<b>Specialist Knowledge / Expertise &amp; Self Development</b>	<ul style="list-style-type: none"> <li>• Demonstrates experience in a position(s) with a similar range of responsibilities such as health or social care professional education, training and professional development, evaluation/quality standards and systems</li> <li>• Has a clear understanding of the role's objectives and targets of self and the team and how they fit into the work of the PSI</li> <li>• Has a breadth and depth of knowledge of government 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 critically to see how things can be done better</li> <li>• Open to new ideas initiatives and creative solutions to problems</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> <li>• Integrates diverse strands of information, identifying inter-relationships and linkages</li> </ul>

	<ul style="list-style-type: none"> <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>
<p><b>Leadership</b></p>	<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>
<p><b>Interpersonal &amp; Communication</b></p>	<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>
<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>

### Probation

A probationary period of 3 months applies to this position.

### Pay

The salary scale for this post is € 68,310 - € 81,883 (Health Sector Grade VIII) 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, each candidate 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 Renaud Deworst, HR Lead at recruitment@psi.ie on or before the closing date of **09.00 am on Wednesday, 23<sup>rd</sup> October 2019**.

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

Late applications will not be accepted.

The PSI is 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 on the first week of November.

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, a comprehensive covering letter and 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 of application and/or application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is demonstrated by the submission of the application form. 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> )