



## Candidate Information

Education Standards Officer (Higher Executive Officer)

Oifigeach um Chaighdeáin Oideachais

Education and Registration Department

Closing Date: 22<sup>nd</sup> March 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.



#### 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).

## Assignment Specification

<b>Title:</b>	Education Standards Officer / Oifigeach um Chaighdeáin Oideachais
<b>Reporting Relationship:</b>	Reports to the Education Manager
<b>Grade:</b>	Higher Executive Officer
<b>Contract Type:</b>	Full-time Permanent
<b>Contract Duration:</b>	Permanent
<b>Location:</b>	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2. Post-holder may be required to travel, from time to time, in performance of their duties.

### Purpose

Reporting to the Education Manager, the Education Standards Officer has a key role to play in facilitating the oversight by the PSI of the delivery by the Irish university sector of the qualification for practice as a pharmacist (i.e. the 5-year integrated MPharm programme) and the development and ongoing improvement of the associated accreditation standards as well as standards for formal programmes of education and training for CPD purposes. The Education Standards Officer also works closely with stakeholders to ensure that the accreditation and approval processes are fit for purpose and complement the PSI's accreditation standards.

### Key Assignment Duties and Responsibilities

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

- Assist the Education Manager in the implementation of the Pharmacy Act 2007, Directive 2005/36/EC (as amended) and all relevant medicines, pharmacy and professional qualifications legislation and legislation relating to higher education (e.g. Qualification and Quality Assurance (Education and Training) Act 2012) as well as national and international pharmacy education and training policy and higher education policy in general.
- Develop and / or revise, as relevant, accreditation and approval standards and policies for pharmacy education and training degree programmes and courses of training (includes undergraduate and postgraduate programmes and formal programmes of CPD for pharmacists) in consultation with Education Manager and the Head of Education and Registration.
- Manage accreditation and recognition events to ensure that they are of the highest standard and provide support to the accreditation teams.
- Manage and develop a panel of accreditation team members, including ongoing relevant induction and training and develop policies relevant to accreditation team members, as required.
- Maintain the PSI's accreditation schedule of all courses, programmes and examinations as appropriate.

- Ensure accreditation and approval reports are written and presented to the PSI Council in accordance with the legislation and related procedures.
- Manage the PSI's statutory responsibilities in the final stages of the delivery of the current in-service practical training programme for fifth year student pharmacists and the holding twice yearly of the Professional Registration Examination.
- Contribute, as required, to the development and implementation of the public consultation processes linked to education matters.
- Assist the Education Manager with the development and piloting of guidelines for educational remediation, including performance assessment, in the context of decisions arising from Part 6 (Complaints, Inquiries and Discipline) of the Pharmacy Act 2007.
- Contribute to the development, approval and implementation of new CPD programme and course accreditation standards, for the introduction of new services (vaccination and other services).
- 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
- Participate in, contribute to, and support meetings of the Council and any other Council Committees, Working Groups, etc as required.
- Assist the Education Manager to identify appropriate performance targets in line with the PSI's Corporate Strategy 2018-2020.
- Contribute to a programme of continuous process improvement within the PSI
- Assist the Education Manager to ensure that processes and procedures are continuously reviewed and amended as required to optimize organisational performance
- Manage specific projects identified from time to time by the Education Manager
- Any other tasks as may be assigned by the Head of Department or CEO from time to time

*NB: The role will evolve in line with changing functions and development of the PSI.*

## Key Requirements

Ideal person will have:

- a relevant third level qualification and/or professional qualification, e.g. health professions, life sciences, social sciences, education
- a minimum of at least 5 years' postgraduate experience
- an understanding of the application of conceptual frameworks to education and learning from a regulatory perspective, with direct experience of the application of such frameworks
- experience in education policy, policy research, curriculum design or teaching
- the ability to demonstrate a clear understanding of the Pharmacy Act 2007
- knowledge, understanding and experience of quality systems, their development, implementation and monitoring
- a proven track record in working with internal and external stakeholders
- proven project management experience
- knowledge and proficiency in the practical application of IT as a business tool
- Ability to maintain strict confidentiality

## Key Competencies

Education Standards Officer, Education and Registration Department

Competencies	Description
<b>1. 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 team and how they fit into the work of the PSI and effectively communicates this to others</li> <li>• Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work</li> <li>• Focuses on self-development, striving to improve performance</li> <li>• Has a clear understanding of accreditation processes and policy, quality frameworks, and principles of education and research</li> </ul>
<b>2. Delivery of Results</b>	<ul style="list-style-type: none"> <li>• Takes responsibility and is accountable for the delivery of agreed objectives</li> <li>• Successfully manages a range of different projects and work activities at the same time</li> <li>• Structures and organises their own and others work effectively</li> <li>• Is logical and pragmatic in approach, delivering the best possible results with the resources available</li> <li>• Proactively identifies areas for improvement and develops practical suggestions for their implementation</li> <li>• Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively.</li> <li>• Applies appropriate systems/ processes to enable quality checking of all activities and outputs</li> <li>• Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers</li> </ul>
<b>3. Analysis &amp; Decision Making</b>	<ul style="list-style-type: none"> <li>• Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors</li> <li>• Takes account of any broader issues and related implications when making decisions</li> <li>• Uses previous knowledge and experience in order to guide decisions</li> <li>• Makes sound decisions with a well-reasoned rationale and stands by these</li> <li>• Puts forward solutions to address problems</li> </ul>

<p><b>4. Team Work</b></p>	<ul style="list-style-type: none"> <li>• Works with the team to optimise performance, developing clear and realistic objectives and addressing and performance issues if they arise</li> <li>• Provides clear information and advice as to what is required of the team</li> <li>• Strives to develop and implement new ways of working effectively to meet objectives</li> <li>• Recognises the importance of staff development, training and maximising skills &amp; capacity of team.</li> <li>• Is flexible and willing to adapt, positively contributing to the implementation of change</li> </ul>
<p><b>5. Interpersonal &amp; Communication</b></p>	<ul style="list-style-type: none"> <li>• Builds and maintains contact with colleagues and other stakeholders to assist in performing role</li> <li>• Encourages open and constructive discussions around work issues</li> <li>• Projects conviction, gaining buy-in by outlining relevant information and selling the benefits</li> <li>• Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances</li> <li>• Presents information clearly, concisely and confidently when speaking and in writing</li> </ul>
<p><b>6. Commitment to PSI Values</b></p>	<ul style="list-style-type: none"> <li>• Committed to public safety and the PSI's focus on effective regulation and awareness raising for that purpose</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> <li>• Strives to perform at a high level, investing significant energy to achieve agreed objectives</li> <li>• Demonstrates resilience in the face of challenging circumstances and high demands</li> <li>• Is personally trustworthy and can be relied upon</li> <li>• Ensures that customers are at the heart of all services provided</li> <li>• Upholds high standards of honesty, ethics and integrity</li> </ul>

## Probation

A probationary period of eleven months applies to this position.

## Pay

Higher Executive Officer PPC (Personal Pension Contribution) salary for this position, with effect from 1 October 2018, is as follows:

€48,028 – €49,432 – €50,832 – €52,233 – €53, 638 – €55,040 – €56,441 – €58,466 (LSI 1) – €60,486 (LSI 2).

This rate will also apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 and is required to make a personal pension contribution.

Long service increments may be payable after 3 (LSI-1) and 6(LSI-2) years' satisfactory service at the maximum of the scale.

Entry will be at the minimum point of the scale 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 29 days per annum pro-rata, rising to 30 days after 5 years' service and 31 days after 10 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave and is based on a five-day week and is exclusive of the usual public holidays and Good Friday.

## Outside employment

The role of Education Standards Officer 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 of the post highlighting the relevant key competencies along with an up-to-date CV.

This documentation should be emailed to Kevin Griffiths, HR Development Project Manager, at [recruitment@psi.ie](mailto:recruitment@psi.ie) on or before the closing date of 5.30pm on Friday 22<sup>nd</sup> March 2019.

Late applications will not be accepted.

The PSI is committed to a policy of equal opportunity.

### Selection process

The selection process may include:

- A shortlisting of candidates based on the information submitted in their application;
- A competitive interview before a main interview board which may include an assessment and/or presentation;
- An offer of employment will be dependent upon the candidate furnishing suitable references and upon their successful completion of a pre-employment medical.

### References

We would appreciate it if candidates could start considering names of people who would be a suitable referee that we might consult (2-3 names and contact details). Please be assured that PSI will only contact referees should you come under consideration for appointment after interview stage.

### Interview

Proposed date for interviews will be Friday 12<sup>th</sup> April 2019.

The onus is on all applicants who are shortlisted for interview to ensure they are available for interview on the identified date. Please note that 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. Candidates are expected to provide all requested documentation. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

## Candidate obligations

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Personate a candidate at any stage of the process
- Interfere with or compromise the process in any way

## 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, in the case of other posts an application form. The recruitment process may also involve psychometric testing and a pre-employment medical assessment.

As part of the recruitment process, 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 signed consent form to accompany your CV and covering letter of application. The consent form is available for download from the PSI website: <https://www.thepsi.ie/tns/about-psi/recruitment.aspx>. 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> )