



Candidate Information Booklet

Programme Delivery and Innovation Manager / Bainisteoir Clár Seachadta agus Nuálaíochta

(Assistant Principal Officer)

Deadline for application
6th February 2023 at midday

Table of Contents

Introduction	3
About PSI – The Pharmacy Regulator	3
Governance	3
Our Vision, Mission and Values	4
Our Vision.....	4
Our Mission.....	4
Our Values.....	4
Role Specification.....	5
Job Purpose.....	5
Key Duties and Responsibilities	5
Key Requirements.....	7
Key Competencies.....	8
Conditions of Employment	10
Probation	10
Pay.....	10
Superannuation	10
Hours of Attendance/Working Week	10
Annual Leave.....	10
Outside Employment	10
How to Apply.....	11
Selection Process	11
Interview	11
Candidate Obligations.....	11
GDPR Privacy Notice – Recruitment Process	13
Purpose	13
Legal Basis for Processing Personal Data.....	13
How Your Information May Be Shared	13
Data Transfers Outside The EU/EEA	14
Automated Decision Making	14
How Long We Store Your Data	14
Your Data Protection Rights.....	15

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.

Serve the public
The safety of the public is at the heart of everything we do, and we act to ensure that safety.

Lead by example
We behave with integrity and objectivity. Our actions are evidence-based and timely.

Everyone Counts
We value, appreciate and respect everyone we engage with.

Embrace Change
We are innovative and we adapt to achieve results and continuously improve.

Work Together
We work in partnership with our colleagues and all our stakeholders.

We are committed to carrying out our work independently, ethically, and transparently. Our main goal is to assure public trust in pharmacy through effective regulation. We plan to advance achievement of this goal through actions under three strategic objectives set out in the [PSI Corporate Strategy 2021-2023 available on our website](#).

In addition, PSI is currently implementing a revised organisation structure that will enable the organisation to be more agile, efficient, effective and highly capable of delivering on its strategic objectives. This organisational development project includes significant investment in people development and is aimed at further building an innovative organisation.

More information about our role and the work that we do is available on our website www.psi.ie.

Role Specification

Job Title:	Programme Delivery and Innovation Manager
Grade:	Assistant Principal Officer
Contract Type:	Full time, permanent contract
Contract Duration:	Permanent.
Location:	Blended working is in operation and the current requirement is to attend the office 2 days a week. The office is 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.

Job Purpose

Reporting to the Head of Governance and Programme Delivery, the Programme Delivery and Innovation Manager will oversee the management of strategic projects, within the context of our strategic and annual service planning cycles, and ensure that these are adequately planned, resourced, monitored and prioritised in line with organisational objectives.

Through our newly established Programme Delivery function, this role will also take the lead on ensuring that all projects adhere to a project management approach and that standardised capacity planning is in place across PSI to allow for project delivery and project success. The role will also be responsible for advancing organisational thinking and strategy on innovation and fostering a culture of continuous improvement. The successful candidate will work closely with the Executive Leadership Team, managers, functional leads and vendors to execute organisation-wide strategic and transformative initiatives aimed at achieving the PSI's strategic and developmental objectives and positioning the organisation for the future.

Key Duties and Responsibilities

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

Business Transformation

- Manage and drive business transformation programmes, working closely with business stakeholders to implement performance indicators and deliver transformation priorities.
- Investigate business problems and opportunities by identifying, aggregating and analysing data, producing recommendations to inform decision making in accordance with the PSI's transformation vision and design principles.
- Ensure a regular, formal communication mechanism, structures and processes are established and embedded to inform, manage and influence multiple stakeholders. This will include the production of key artefacts and regular documents for the Business Transformation Project Steering Group and the Business Transformation Programme Board and reporting to both on a regular basis.
- Lead specific assigned change initiatives end-to-end, including change management interventions, communications, stakeholder analysis and management, benefits realisation, risk management and reporting.
- Act as central point of contact for vendors and internal PSI stakeholders in relation to key deliverables outlined in the business transformation programme of work.

- Provide strategic insights to the ELT to maximise organisational effectiveness and service provision, tracking benefits realisation management for all resource investment, mitigating and managing all project risks, defining and embedding clear governance and ensuring relevant internal controls are in place.
- Facilitate project and cross-functional working groups and workshop activities.
- Develop a close working relationship with key stakeholders to drive engagement with and participation in the transformation and change programmes across the PSI.
- Exercise sound judgement and provide a high-level of expert advice to colleagues and senior management in your area of expertise.

Programme Delivery

- Manage and drive the embedding of the PSI's approach to programme delivery including developing and implementing a robust programme and project management methodology and infrastructure, a change management framework, defining and agreeing change models and standards based on best practice.
- Ensure that strategic projects are adequately planned, resourced, monitored and prioritised in line with organisational objectives.
- Ensure there are processes in place to assess that the anticipated benefits of strategic and change projects are realised and that impact is being assessed.
- Develop and coach line managers and functional leads to:
 - Ensure that a best practice, consistent and integrated approach to change management is delivered and embedded in the organisation;
 - Facilitate collaborative and effective working relationships between internal and external stakeholders and partner organisations;
 - Develop appropriate project methodologies that promote cross-functional team working; and
 - Embed LEAN processes across all functions.

Continuous improvement and Innovation

- Advocate and promote a culture of continuous improvement and innovation across the PSI, including supporting our work as an organisation to achieve and retain external recognition under the EFQM Excellence Model.
- Identify areas for continuous process improvement and, in conjunction with relevant stakeholders, oversee the onward development of PSI as an EFQM-recognised organisation.
- Mentor and manage team members and wider staff, transferring skills to empower champions and foster a culture of continuous improvement throughout the organisation.
- Lead the organisational thinking and strategy on innovation in line with broader public service policy.
- Identify solutions and opportunities for innovation within business areas to deliver service improvements, demonstrating confidence in managing communications and engagement at all organisational levels

Managerial responsibilities

- Manage any assigned staff in accordance with PSI policies and procedures.
- Manage, develop and build the capability of your team.

- Manage the Programme Delivery and Innovation Team's 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.

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 in an area relevant to the role.
- Accredited Project Management Qualification (PMP, PRINCE2, Scrum, Agile etc.)
- A minimum of 5 years of relevant management experience with substantial people management experience.
- At least five years' experience in roles involving a substantial degree of experience in some or all elements involved in this role, such as project management, digital transformation, change management, process improvement and a successful track record on leading out on innovation initiatives.
- Experience with contract and vendor management.
- Experience in change management and process optimisation.
- Excellent analytical skills and the ability to turn data into useful and actionable insights is critical.
- The ability to communicate effectively, presenting complex details, concepts and information at the appropriate level relative to the audience.

In addition, the following are considered desirable:

- A level 9 qualification on the National Framework of Qualifications in Management, Digital Transformation, Innovation or similar area.
- Experience in the delivery of Lean / Agile methodology as well as a qualification in Lean (such as Green Belt/Black Belt level and or Agile).
- Experience of digital transformation in a public service regulatory environment.
- Knowledge of artificial intelligence, cognitive and robotic process automation.

Key Competencies

Competencies	Description
Leadership	<ul style="list-style-type: none"> • Actively contributes to the development of the strategies and policies of the Department/ Organisation. • Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise. • Leads and maximises the contribution of the team as a whole. • Considers the effectiveness of outcomes in terms wider than own immediate area. • Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks. • Develops capability of others through feedback, coaching & creating opportunities for skills development. • Identifies and takes opportunities to exploit new and innovative service delivery channels.
Judgement, Analysis & Decision Making	<ul style="list-style-type: none"> • Researches issues thoroughly, consulting appropriately to gather all information needed on an issue. • Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data). • Integrates diverse strands of information, identifying inter-relationships and linkages. • Uses judgement to make clear, timely and well-grounded decisions on important issues. • Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders. • Takes a firm position on issues s/he considers important.
Management & Delivery of Results	<ul style="list-style-type: none"> • Takes responsibility for challenging tasks and delivers on time and to a high standard. • Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances. • Ensures quality and efficient customer service is central to the work of the division.

	<ul style="list-style-type: none"> • Looks critically at issues to see how things can be done better Is open to new ideas initiatives and creative solutions to problems. • Ensures controls and performance measures are in place to deliver efficient and high value services. • Effectively manages multiple projects.
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Presents information in a confident, logical and convincing manner, verbally and in writing. • Encourages open and constructive discussions around work issues. • Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors. • Maintains poise and control when working to influence others. • Instills a strong focus on Customer Service in his/her area. • Develops and maintains a network of contacts to facilitate problem solving or information sharing. • Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system.
Specialist Knowledge, Expertise and Self Development	<ul style="list-style-type: none"> • 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 unit and Department/ Organisation. • Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities. • Is considered an expert by stakeholders in own field/ area. • Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role.
Drive & Commitment to Public Service Values	<ul style="list-style-type: none"> • Public safety is at the heart of everything, acts to ensure that safety. • Values, appreciates, and respects everyone engaged with. • Works in partnership with colleagues and all stakeholders. • Behaves with integrity and objectivity, actions are evidence-based and timely.

Conditions of Employment

Probation

A probationary period of 11 months applies to this position.

Pay

The salary scale for this post is €73,236 - €85,730 (APO Grade, Civil Service) per annum with two Long Service Increments (€88,495 and €91,270), 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 35 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, pro-rata for shorter term contracts. 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 Team at recruitment@psi.ie on or before the closing date of **12.00 noon** on 6th February 2023.

Late applications will not be accepted.

The PSI is an equal opportunity employer.

Selection Process

The selection process may include:

- A competitive shortlisting of candidates based on the information submitted in their application. Both essential and desirable requirements will be used to assess the relevance of applications received.
- Up to two rounds of competitive online interview before an interview board which may include an assessment and/or a presentation.
- An offer of employment will be dependent upon the candidate furnishing suitable professional references, proof of credentials and upon their successful completion of a pre-employment medical.

A panel of candidates may be established from this competition to fill other roles as Programme Delivery and Innovation Manager that may arise over the next 12 months.

Our recruitment process complies with the *Code of Practice for Appointment to Positions in the Civil Service and Public Service*. The Code provides review and complaint procedures for candidates who are not satisfied with the selection and appointment process. You can find a copy of the Code [here](#).

Interview

Interviews will be held in February.

The PSI is not in a position to reimburse expenses incurred by applicants for interview.

Candidates who do not attend for interview or other assessment when required, or who do not, when requested, furnish such evidence as the PSI requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidate Obligations

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements

- Interfere with or compromise the process in any way

A third party must not impersonate a candidate at any stage of the process.

GDPR Privacy Notice – Recruitment Process

Purpose

The PSI conducts a competency-based recruitment process. Candidates are asked to submit a CV and a comprehensive covering letter or an application form. The recruitment process will include a pre-employment medical assessment and references check and may also involve psychometric testing.

As part of the recruitment process, the PSI will process personal data relating to potential candidates. Personal data means any information relating to an identified or identifiable living individual. The categories of personal data defined by the General Data Protection Regulation (“**GDPR**”) include identification data e.g. name, address and emails. It also includes special categories of personal data for more sensitive information such as data concerning health. In meeting its data protection obligations, the PSI is committed to being accountable and transparent about how it collects and uses personal data provided in your application and as part of the recruitment process.

In the case of a successful candidate, some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address).

Legal Basis for Processing Personal Data

The PSI processes the personal data contained in your CV, covering letter and application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is required from the applicant in order to process any personal data in your application for the specific purpose of progressing your application during the recruitment process.

In the case of a successful candidate(s), some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address). The personal data of potential employees, and employees, is processed on the basis that it is necessary for the PSI’s compliance with legal obligations (Article 6(1)(c) GDPR), which includes employment legislation. PSI personnel are provided with an internal privacy statement in relation to the use of employee information.

How Your Information May Be Shared

The following parties may receive your information for reasons outlined below:

Recipient	Purpose
HR (PSI internal)	Storing application, acknowledging responses and corresponding with candidates.
HR (external service provider)	In the recruitment of certain posts, the PSI may outsource some or all parts of the recruitment process to an external service partner. An external service partner will receive candidate submissions, in full or part, to assist with administration or assessment for the post, or to manage the entire recruitment process.

Designated Hiring Manager	The designated hiring manager(s) and/or a Head of Department will receive applications to conduct shortlisting of candidates.
Interview Panel	Member(s) of Interview Panel(s), including the designated Hiring Manager and/or Head of Department and /or independent member(s) external to the PSI will receive applications to conduct the assessment of candidates.
HR (external service provider – psychometric or other testing)	In the recruitment process for certain post, the PSI may require psychometric or other testing to be carried out by an external service provider. The external service provider will receive candidate information, in full or part, to be used as directed by the PSI to conduct the assessment and provide information to the PSI. They will hold information relating to a candidate only for a period necessary to fulfil the service required.
Referees	Candidates are asked to provide references who can be contacted to validate work history and/or comment on suitability of the candidate for the position. Where a candidate gives consent for the PSI to contact a named referee(s), referee(s) will be provided with the candidate’s name for the purpose of providing the reference.
Occupational Health	If considered for appointment to the role, a candidate will be asked to undergo a pre-employment medical assessment. The PSI will notify the occupational health provider of the name of the candidate and contact telephone number.

Data Transfers Outside The EU/EEA

There is no transfer of information outside of the EU/EEA in the course of this process.

Automated Decision Making

This does not apply to this process.

How Long We Store Your Data

The PSI has a document management policy and retention schedule in relation to the information it holds. This may be updated from time to time.

For unsuccessful candidates, applications and all relevant correspondence will be retained and held securely by the PSI’s HR Office for a period of 12 months. At the end of that period, or once you withdraw your consent, your data is securely deleted or destroyed.

For successful candidates, their application (to include interview records, assessments such as psychometric tests and evaluations of interviews conducted) will be placed on their employee file and retained during the course of their employment and for an appropriate period thereafter.

Your Data Protection Rights

You have rights in relation to the data held and processed about you by the PSI. The PSI has a Data Protection Officer, who can be contacted if you wish to exercise your data protection rights.

Email: dataprotection@psi.ie

Address: Data Protection Officer, Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72.

There is a [subject access request form](#) available on the PSI website.

Right	Explanation
Access	You can request and receive access to the information held about you for the purpose of this process at any time.
Portability	You can request and receive a copy of this information, in electronic/transferable format, at any time.
Erasure	You can request the data held be erased. The anticipated retention period is outlined above.
Rectification	You can request to have any incorrect information about you updated or corrected.
Objection	You can withdraw your consent or object to this information being processed.
Complaint	You can make a complaint to the PSI's Data Protection Officer (above) and/or make a complaint to the relevant supervisory authority in Ireland, the Data Protection Commission (www.dataprotection.ie)