

2024 Assistant Principal: ICT Specialist Dublin, Limerick, and Castlebar Candidate Information Booklet

REVENUE,

THE RECRUITMENT UNIT, CORPORATE SERVICES DIVISION,
SHIP ST, DUBLIN CASTLE, DUBLIN 2.

DEADLINE FOR APPLICATIONS: 13:00 ON THURSDAY, 28 NOVEMBER 2024

Revenue



Cáin agus Custaim na hÉireann
Irish Tax and Customs

2024 Revenue Open Competition for Appointment to the Position of Assistant Principal (AP) Information and Communications Technology (ICT) Specialist - Dublin, Limerick, and Castlebar

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1 About Revenue

Who Are We?

[Revenue](#) is the Irish Tax and Customs administration and is a large, decentralised organisation with offices in over 30 locations nationwide.

Revenue's mission is 'To serve the community by fairly and efficiently collecting taxes and duties and implementing customs controls'.

We are a highly responsive and progressive organisation with a reputation for excellence and our core values of respect, professionalism, collaboration, agility, and integrity are at the heart of our culture and how we operate.

In 2023, Revenue collected over €87.2 billion in taxes and duties for the Exchequer, and €26.3 billion in non-Exchequer receipts on behalf of other Government Departments, Agencies and EU Member States. Revenue is also responsible for customs trade facilitation and frontier control.

Our workforce of over 7,000 people supports compliance for 4.4 million employments, 0.3 million employers, 0.9 million businesses, 0.3 million VAT traders, 0.1 million customs traders and 1.4 million property owners.

The skills, capability and professionalism of our people, the flexibility of our structures, and our ability to harness and support innovation in technology and business practices are key to our success. [Revenue's Organisational Structure](#) provides an idea of the type of work of each of our Divisions.

2 The Role

Revenue is one of Ireland's top Public Sector ICT environments embracing a wide range of sophisticated technologies. As a part of the ICT Team in Revenue, you can positively impact on the day-to-day lives of people by being involved in designing, building, and maintaining systems which support our digital interactions with businesses and members of the public. Our vision is to deliver inclusive, high quality, and integrated services that meet the needs and improve the lives of the people of Ireland. Revenue's ICT Strategy 2023-2025 can be viewed in [Appendix B](#).

2.1 Job Description

Assistant Principal Officer (AP) is a senior managerial grade. The role of ICT Specialist in Revenue provides an exciting opportunity to be involved in the delivery of our vision as we work to meet Ireland's [EU Digital Decade](#) targets, implement Government strategies in our organisation, and enable Revenue to engage digitally with citizens, businesses, and public servants.

Assistant Principals appointed from this competition will have responsibility for a wide range of functions across Revenue's Information and Communications Technology & Logistics (ICT&L) Division, which may include a number of the following:

- Reporting to the senior management team in ICT&L and Revenue's Chief Information Officer.
- Being part of the management team in ICT&L and contributing to the strategic direction and operational responsibilities of the Division and Revenue.
- Representing ICT&L at meetings of the Project Boards and Steering Groups that govern the various ICT projects.
- Leading technical development teams in the development and delivery of strategic and mandatory IT systems based on one or more of the following – Java, Javascript, COBOL, relational databases, no-sql databases, Linux.

- Providing live support to large-scale, integrated, real-time high-volume, 24x7 bespoke systems.
- Managing internal and external resources operating in mixed teams.
- Ensuring value for money and return on investment from the use of external resources and technology procurements.
- Making key decisions around the purchase and utilisation of third-party ICT products and services, and how they integrate with the existing IT systems and services.
- Managing teams in a blended working environment, including mentoring and coaching of staff involved in ICT projects.
- Participating in relevant cross-Government networks and other relevant groups for Revenue.
- Working effectively with senior Revenue business managers and key external stakeholders.
- Assisting in the development of ICT strategic and operational policy, including input to the Government's eBusiness agenda and international standards development.
- Analysis and business process re-engineering to determine solutions for complex business problems.
- Software development on complex bespoke frameworks and business applications, including Revenue's award-winning Revenue On-Line Services (ROS), using a fusion of 'commercial off the shelf' and open-source components within these frameworks.
- Designing and developing technology solutions including service-oriented architecture development, systems and database administration, business intelligence and analytics, enterprise management, platform consolidation, virtualisation, cloud computing and hosted services, artificial intelligence technologies, sophisticated middleware, and messaging systems.
- Network and telecommunications management with opportunities in ICT security, network monitoring technologies, and large-scale Voice-over-IP implementation.

- The application of Automated Testing and Quality Assurance techniques to ensure that quality is embedded into all that we design, build, deliver and operate, adopting new techniques and methodologies as appropriate.
- Advising on ICT best practice, methodologies and emerging approaches, business process improvement, and standards certification such as ISO, ITIL and CMMI.
- Supporting the development of ICT strategic and operational policy, including input to the overarching eGovernment, information sharing and shared services agenda, and conformance to international standards and benchmarks.
- Playing an active role as part of the team involved in designing, developing, testing, and supporting end-to-end business solutions for use internally and by our customers.

Applicants should note that Revenue is a responsive and agile organisation and as such, over time, they may be assigned to projects and other duties other than those specified, appropriate to the role and to the grade of Assistant Principal.

2.2 Why Work for Revenue?

Making a Difference

A career in Revenue is meaningful, varied, challenging and interesting, and can encompass a wide range of activities in the areas of tax, customs and excise, administrative law, and ICT.

Revenue staff enjoy rewarding careers with work ranging from direct engagement with individual taxpayers, businesses, and tax agents; to policy development and analysis; investigative work; legal services; and frontier management to name but a few.

Our staff work both independently and as part of a team in a dynamic environment. We offer exciting opportunities to solution-orientated people whose values align with ours to help us be a high performing and responsive tax and customs administration.

Learning and Development

Revenue recognises the value of investing in its staff and developing their skillsets both to their benefit and to the benefit of our overall capability as an organisation.

Revenue provides excellent opportunities for personal and career development, as well as lifelong learning in leadership, management, and technical skills.

Successful candidates will be provided with the required training, on-the-job development, coaching and mentoring to help grow their specialist knowledge, deepen their understanding, and expand their skillset.

Equality, Diversity, and Inclusion

Revenue is an equal opportunities employer. We promote, recognise, and respect the cultural diversity within our workforce, nurturing a culture of dignity and respect for all, with a team dedicated to supporting diversity, inclusion, and wellbeing.

Environment

We acknowledge our duty within our workplace and to the wider environment. We encourage approaches that reduce our carbon footprint by communicating and managing sustainable practices in our offices, as well as engaging with 'Green' Public Procurement policies in securing goods and services.

Work-Life Balance

In addition to the personal and professional fulfilment of positively impacting on Irish society and the support that Revenue offers its staff in achieving this, other benefits to a career in Revenue include:

- Stable employment following a one-year probationary period.
- Option to apply for a shorter working week/ year following probation and **subject to approval.**

- Blended working opportunities: while requests for blended working may be facilitated, some office attendance will be required in all roles, in line with business needs.

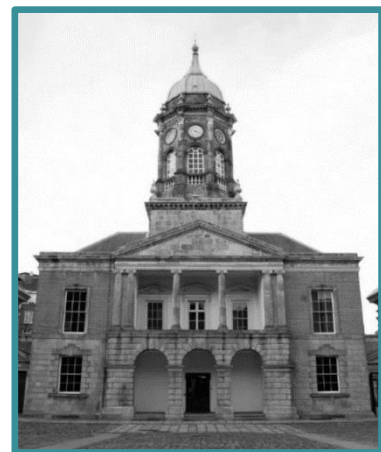
Working for Revenue - What Our Staff Think

'I have been fortunate to spend my career in Revenue, and was appointed to Assistant Principal Officer in 2021, where I have worked in our ICT division. I have worked on **very exciting** projects over the years and in recent times was lucky enough to work on the **PAYE modernisation program**, which saw PAYE move to a real-time system. I was able to leverage the skills gained as a direct result of my contribution to the design of PMOD to deliver the wage subsidy schemes, which were crucial to the economy during the Covid 19 pandemic.

Revenue is a very **interesting, dynamic, and diverse** place to work. As an AP in Revenue's ICT area, you will get the opportunity to make contributions to achieving Revenue's key objectives in both our statement of strategy and our corporate priorities. While the work can be **very challenging** and comes with **a lot of responsibility**, Revenue has a very **flexible blended working policy** and opportunities to avail of schemes such as Shorter Working Year.'

Gillian, Assistant Principal Officer.

'I joined Revenue's ICT Division as an Administrative Officer and was appointed to the ICT Division's Technical Architecture and Infrastructure branch. This role provided me with a great mix of **hands-on technical experience** together with **project and team leadership experience**. When I was promoted to the position of AP, I took on the role of Application Support team manager. This was a very **challenging**, but also very **rewarding** role. From dealing with urgent application support issues, to tackling fraud cases, to participating in Revenue's annual pay and file campaigns, **no two days were ever the same**. In 2021, I moved back to the Technical Architecture and Infrastructure branch and took on responsibility for Revenue's Technical Architecture and Architecture Support



team. This role affords me lots of responsibility, particularly around Revenue's future technical direction and technical modernisation programme.

Revenue places a lot of importance on training and education, and since joining Revenue I have been supported with lots of opportunities for training and upskilling. During my time in the organisation, I completed a two-year part-time master's level degree sponsored by Revenue. Revenue provides a good work-life balance, and together with a blended working policy, affords me flexibility which is important to me with a young family.' Jonathan, Assistant Principal Officer.

3 Person Specification

Applicants must have demonstrable strengths in a number of the following areas, especially those relating to ICT technical knowledge:

- Relevant ICT experience at an appropriate senior level including the delivery/support of large scale or critical ICT projects.
- Specific experience of project management and project delivery methodologies (e.g., Prince 2, etc.).
- A proven track record of decision-making and delivery as a manager driving employee engagement with substantial recent relevant experience at an appropriate level.
- Excellent interpersonal, communication, networking, and influencing skills as required to operate at a senior level.
- An excellent understanding of ICT technologies, trends, and methodologies.
- A working knowledge of ICT industry standards (e.g., ITIL, ISO, PMBOK, COBIT, etc.) and demonstrable experience of their application.
- A good knowledge and understanding of the business and economic environment.
- The ability to work on their own initiative, as part of a team, and as a leader of a group.

- Resilience and an ability to work to tight deadlines.

Applicants should have all the abilities required of an Assistant Principal. In particular, applicants must demonstrate, by reference to specific achievements in their work or academic career to date, that they possess or have the capacity to quickly acquire and assimilate the skills and knowledge required for the role of an Assistant Principal ICT Specialist. A description of the competencies is set out in the [Appendix A](#).

4 Location

Existing teams are currently based in Limerick, Dublin and Castlebar. Please select your location preferences when completing the application form. You may only select a location where you would be prepared to take up a position and you may only select a maximum of two locations. Please also note while you may not change your location preferences after the closing date of this competition, Revenue may, subject to business needs, offer posts in other locations which were not cited as location preferences at application stage. If this occurs, offers would be made in strict order of merit from the panel established.

Revenue has modern, flexible, and family-friendly working policies, which include opportunities for blended working. In blended working arrangements, some office attendance in your location preference (and occasional attendance in Dublin) will be required in all roles, in line with business needs.

Revenue has an active mobility policy; appointees may apply to move to an Assistant Principal level role in Revenue or another Government Department under the [Civil Service Mobility Scheme](#) after two years in the post.

5 Essential Entry Requirements

Candidates must have obtained, on or before, **Thursday, 28 November 2024**:

- a) A qualification at Level 8 on the [National Framework of Qualifications \(NFQ\)](#), or higher, in a relevant computing or computational discipline, and at least 3 years' directly relevant, practical ICT experience from your employment to date.

OR

- b) A qualification at Level 7 on the [National Framework of Qualifications \(NFQ\)](#), or higher, in a relevant computing or computational discipline, and at least 5 years' directly relevant, practical ICT experience from your employment to date.

There are some restrictions on eligibility and appointments. Please see [Paragraph 15](#).

6 Application Process

6.1 Completing the Form

The application form must be fully completed and submitted correctly to the specified e-mail address. Please note the following information carefully:



- The application form is an **MS Word** document with restricted editing.
- You are strongly advised to complete and submit this form well in advance of the deadline.
- There is a Guidance on Completing the Form section at the end of the document. Read this **in advance of completing the form** for hints and tips on how to enter content.
- On completion, please save the document as “AP ICT 2024 - Your Name”. You will be required to attach it to an email for submission once completed.
- Please return in MS Word format only. **PDFs will not be accepted.**
- Should you experience any difficulties completing the form, please contact CSDOpenRecruitment@revenue.ie.

6.2 Submitting the Form

Submit the application form, with the subject line “AP ICT 2024 – Your Name” to Revenue_Open_Recruitment4@revenue.ie. This email address is for completed applications only.

- Incomplete forms or forms submitted in the incorrect format will not be processed.
- It is not advisable to submit more than one version of your application form. If more than one version is received before the closing date and time, **only** the most recent version will be used in the competition.
- Earlier versions, although submitted, **will not be processed** after the closing date and time.

- No extensions will be given, and for this reason, it is crucial that you submit your application form **well in advance of the closing date and time**.
- Do not send a link to a file-sharing platform.

6.3 Deadline for Receipt of Applications

Closing date and time: **Thursday, 28 November 2024, at 13:00**. Applications cannot be accepted after this date and time.

6.4 Photograph

A passport style photograph must be inserted into the application form, please see our instructions on [Inserting a Photo](#).

6.5 Queries

Please forward any queries to CSDOpenRecruitment@revenue.ie.

6.6 Curriculum Vitae/Cover letter

A Curriculum Vitae and cover letter are not required and should **not** be submitted.

6.7 Proficiency in Irish

Candidates are asked on the application form to indicate if they wish to claim proficiency in Irish. Indicating proficiency in Irish on the application form will be taken as a declaration of interest in an Irish speaking role, should such a role arise during the lifetime of the panel. Revenue will note the interest declared by a candidate and, if a role requiring fluency in Irish is available, the candidate's competency will be tested when coming under consideration for assignment.

7 Selection Methods

7.1 Potential Selection Methods

These may include some or all of the following:

- An eligibility sift.
- Shortlisting of candidates based on the information contained in their application form.
- Online assessment tests.
- A competitive in-person interview (final stage) based on the essential competencies and experience required for the post and the information contained in the applicant's application form. This may include a presentation relevant to the role (topic will be identified when candidates are scheduled for interview).

Candidates are **not permitted** to use any type of recording equipment at any stage of the selection process. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

7.2 Assessment Boards

An assessment board, or boards, will be set up by Revenue to conduct any interim selection processes and interviews.

7.3 Selection Stages

It is important to note that candidates must reach the required standard in any interim selection stage, to be considered suitable for progression to the next stage of the selection process. Candidates progressed to final in-person interview stage must meet a minimum standard of 55% in each scoring area, to be considered for inclusion on the panel.

7.4 Panel

A panel¹ will be established from this competition to fill positions that may arise over the lifetime of the panel. This panel will expire one year from the date of its establishment. Placement on a panel is not a guarantee of appointment to a position.

It is important to note that:

- Once an offer is accepted, the candidate will not be considered for any other appointment from the panel.
- If an offer of a post in a location is declined, the candidate may not be considered for the declined location again; but may remain on the panel in consideration for offers of posts arising in other locations.

7.5 Job Posts

Candidates who are successful in this competition may be offered posts in other government departments, or elsewhere in Revenue as appropriate, in accordance with business needs. Candidates who decline posts in other government departments will remain eligible for consideration of posts in Revenue in accordance with section 7.4.

7.6 Reasonable Accommodations

Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a candidate with a disability to have an equal opportunity for this competition. Examples of adjustments we provide include the use of assistive technology, extra time, scribes and/or readers.

If a candidate requires any reasonable accommodations to be made at any stage of the selection process, the candidate should set out the requirement on the application form and Revenue will endeavour to make the necessary arrangements. Alternatively, candidates can email CSDOpenRecruitment@revenue.ie. Requests for reasonable accommodations must be outlined in advance; any matters brought to attention afterwards may not be taken into consideration.

¹ The term panel refers to a group of successful candidates who have been ranked in order of merit based on interview performance/ total score.

7.7 Application Form

During any shortlisting exercise that may be employed, a board will examine the application form and assess it against pre-determined criteria based on the requirements of the position. It is, therefore, in a candidate's interest to provide a detailed and accurate account of their qualifications and experience on the application form.

It is important to note that while a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, it may be decided that a smaller number will be called to the next stage of the selection process.

In this respect, the shortlisting board(s) will select a group who, based on an examination of the application forms, appear to be most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to have more relevant experience.

8 Availability and Admission

8.1 Availability

During the selection process, the onus is on all applicants to make themselves available on the date(s) specified by Revenue and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified on their application form. Revenue will not be responsible for refunding any expenses incurred by candidates. The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Revenue is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

8.2 Suitability for a Post (or Admission)

Prior to confirming any candidate for appointment from this panel, Revenue will make all such enquiries as are deemed necessary to determine the suitability of that candidate. Until

all stages of the recruitment process have been fully completed, a final determination cannot be made, nor can it be deemed or inferred that such a determination has been made.

9 Confidentiality

Protecting confidentiality is a priority. Revenue guarantees that all enquiries, applications, and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in the competition process. Revenue will not contact referees, employers, or previous employers without a candidate's consent and then only if the candidate concerned comes under consideration for appointment.

10 Code of Practice

This competition is being organised in accordance with the Code of Practice entitled Appointment to Positions in the Civil Service and Public Service published by the Commission for Public Service Appointments (CPSA). Revenue will consider any requests for review in accordance with the provisions of this code which may be accessed at www.cpsa.ie.

Revenue is an equal opportunities employer. Assignments will be made on the basis of qualifications and the ability to carry out the responsibilities of the grade or post.

10.1 Review and Complaint Procedures under the CPSA Code of Practice

If a candidate is unhappy following the outcome of any stage of a selection process, they can either:

1. Request a Review of a decision made during the process
- OR
2. Make a Complaint that the selection process followed was unfair.

A candidate can follow either one of the two procedures in relation to the same aspect of a selection process, but not both. Where a review of a selection process has taken place under Section 7 of the Code of Practice, a complainant may not seek a further review of the

same process under Section 8 of the Code of Practice, other than in the most exceptional circumstances that will be determined by the Commission for Public Service Appointments (CPSA) at its sole discretion.

There is no obligation on Revenue to suspend an appointment process while a review or complaint is being considered. However, the CPSA expects that, where possible, Revenue will intervene in cases where it finds an error is likely to have occurred.

11 Canvassing

11.1 Disqualification

Canvassing will disqualify and will result in exclusion from the process. 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.

11.2 Contravening Canvassing Provisions

Any person who contravenes the responsibilities and obligations set out in Sections 4.3 of the Code of Practice, or who assists another person in contravening those provisions, is committing an offence. Such a person is liable to prosecution that may result in a fine, imprisonment or both. In addition, where a person found guilty of such offence was or is a candidate in a recruitment process, then, where a candidate:

- Has not been appointed to a post, they will be disqualified as a candidate.
- Has been appointed subsequently from the recruitment process in question, they shall forfeit that appointment.

12 Quality Customer Service

We aim to provide an excellent service to all our customers. If, for any reason, a candidate is unhappy with any aspect of the service received from us, Revenue will fully consider the matter when it is brought to our attention.

Feedback will be provided to candidates on written request. Candidates may wish to familiarise themselves with the guidance on feedback provided in the [CPSA Casebook](#). In its casebook, the CPSA encourages candidates who are keen to learn from their participation in an appointment process to reflect on the manner in which they demonstrated the competencies. Following an interview, it can be helpful to note down the key questions asked as well as a brief summary of the responses provided.

13 Data Protection Acts 1988-2018

When an application form is received, Revenue creates a record in the name of the applicant, which contains much of the personal information supplied in the application. This personal record is used solely in processing the person's candidature. Such information held is subject to the rights and obligations set out in the [General Data Protection Regulation](#) and the [Data Protection Act 2018](#) (the Data Protection legislation). To make a request under the Data Protection legislation, please submit your request in writing to: The Data Protection Unit, Corporate Services Division, Dublin Castle, Dublin 2. Further information on Data Protection in Revenue is available at the following links: [Revenue Data Protection](#) and [Candidate and Assignment Data Protection Statements](#).

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

14 Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview or complete other assessments when and where required by Revenue, or who do not, when requested, furnish such evidence, as Revenue require in regard to any matter relevant to their candidature, will have no further claim to consideration.

15 Eligibility to Compete and Certain Restrictions on Eligibility

Citizenship Requirements

Eligible Candidates must be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who has a stamp 4 permission² or a stamp 5 permission

To qualify candidates must be eligible by the date of any job offer.

15.1 Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

15.2 Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to

² Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

15.3 Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

15.4 Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

15.5 Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any

other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

16 Flexible Working Policies

As an **Employer of Choice**, the Civil Service has many flexible and family friendly policies e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a ‘blended’ basis), etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.

17 Terms and Conditions of Service

General

The appointment is to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

17.1 Salary: Personal Pension Contribution (PPC Rate)

The salary scale for the position of Assistant Principal in Revenue, as of 1 October 2024, is as follows:

Personal Pension Contribution (PPC)

€79,086	€81,999	€84,952	€87,914
€90,873	€92,579	€95,563 (LSI1)	€98,559 (LSI 2)

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect

of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI1) and 6(LSI2) years' satisfactory service at the maximum of the scale.

17.2 Important Note

Entry will be at the minimum 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.

Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance increments may be payable in line with current Government Policy.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

17.3 Tenure and Probation

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year from the date specified on the contract.

At the discretion of the Head of Office a person may be assigned to other work depending on the business needs and capability development of the office and that person's career development needs.

During the probationary contract period, a person's performance will be subject to review by their supervisor(s) to determine whether the person:

- (i) Has performed in a satisfactory manner.
- (ii) Has been satisfactory in general conduct.
- (iii) Is suitable from the point of view of health with particular regard to sick leave.

Prior to completion of the probationary contract, a decision will be made as to whether or not a person will be retained pursuant to Section 5A(2) Civil Service Regulation Acts 1956-2005. This decision will be based on performance assessed against the criteria set out in (i) to (ii) above. The detail of the probationary process will be explained to the person by Revenue and the person will be given a copy of the Department of Public Expenditure NDP Delivery and Reform guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended, and your probation period suspended:

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation.
- Any other statutory provision providing that probation shall -
 - (i) stand suspended during an employee's absence from work, and
 - (ii) be completed by the employee on the employee's return from work after such absence.

Where probation is suspended, Revenue will notify you of the circumstances relating to the suspension.

If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

17.4 Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Full details of the Scheme are at www.singlepensionscheme.gov.ie.

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66
- Retirement Age: Scheme members must retire on reaching the age of 70
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to the CPI)
- Post retirement pension increases are linked to the CPI.

17.5 Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during their re-employment, that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Please note: In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition), the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

17.6 Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e., the added years previously granted will not be taken into account in the calculation of the pension payment).

17.7 Ill-Health Retirement

A person who previously retired on ill health grounds under the terms of a superannuation scheme is required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

17.8 Appointment Post Ill-Health Retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

- If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases
- If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same
- The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

17.9 Appointment Post Ill-Health Retirement from Public Service

- Where an individual has retired from a public service body their ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
- If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.

- The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a [civil or public service ill-health pension](#).

17.10 Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e., non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

17.11 Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

Note: ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie.

17.12 Official Secrecy and Integrity

An officer will be subject to the [Provisions of the Official Secrets Act, 1963](#) as amended by the [Freedom of Information Act 2014](#). The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

17.13 Codes of Ethics, Standards and Behaviour

The officer will be subject to the Revenue Code of Ethics (a copy of which will be made available on assignment) and the [Civil Service Codes of Standards and Behaviour](#).

The [Ethics in Public Office Act 1995](#) will apply, where appropriate, to this employment.

17.14 Unfair Dismissals Acts 1977-2015

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

17.15 Organisation of Working Time Act 1997

The terms of the [Organisation of Working Time Act, 1997](#) will apply, where appropriate, to your employment.

17.16 Headquarters

Headquarters will be such as may be designated from time to time by Revenue. When required to travel on official duty, the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

17.17 Duties

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict with their role.

18 Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net per week.

19 Annual Leave

The annual leave allowance will be **30 working days a year**. 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.

20 Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars. Officers who will be paying Class A rate of PRSI will be required to sign a mandate, authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to Revenue. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

21 Security Clearance

Applicants will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks using all addresses at which they resided.

Important Notice

The foregoing represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Appendix A: Assistant Principal Level Competencies

LEADERSHIP

- Actively contributes to development of strategies and/ or policies of the organisation.
- Brings a focus and drive to building and sustaining high levels of performance, addressing any 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 and delegates effectively, encouraging ownership and responsibility for tasks.
- Develops capability of others through feedback, coaching and creating opportunities for skills development
- Identifies and takes opportunities to exploit new and innovative service delivery channels.

JUDGEMENT, ANALYSIS AND DECISION-MAKING

- 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 they consider important.

MANAGEMENT AND DELIVERY OF RESULTS

- 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.

- Looks critically at issues to see how things can be done better.
- Is open to new ideas initiatives and creative solutions to problems.
- Ensures the optimal use of ICT and new delivery models
- Ensures controls and performance measures are in place to deliver efficient and high value services.
- Effectively manages multiple projects.

INTERPERSONAL AND COMMUNICATION SKILLS

- 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 with key stakeholders.
- Maintains poise and control when working to influence others.
- Instils a strong focus on Customer Service in their 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

- Has a clear understanding of the roles, objectives, and targets, of self and the team and how they fit into the work of the unit and organisation.
- Has a breadth and depth of knowledge of organisation and Governmental issues and is sensitive to wider political and organisational priorities.
- Is considered a specialist by stakeholders in own area of work.
- Is focussed on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role.

DRIVE AND COMMITMENT TO PUBLIC SERVICE VALUES

- Is self-motivated and shows a desire to continuously perform at a high level.
- Is personally honest and trustworthy and can be relied upon.
- Ensures the citizen is at the heart of all services provided.
- Through leading by example, fosters the highest standards of ethics and integrity.
- Demonstrates a clear affinity with Revenue's culture and values.



ICT MISSION: To enable Revenue to achieve its strategic goals through the provision of secure, reliable and quality ICT services and to help drive the transformation of Revenue Business Processes.

Supports

Corporate Statement of Strategy

- Confront Non-Compliance
- Service for Compliance

Key Inputs
Revenue Statement of Strategy
Revenue ICT Principles
Revenue's current ICT architecture, processes and ICT maturity
Commission on Tax and Welfare Reform (Ch. 17)
Revenue Digital Transformation Strategy
OECD Tax Administration 3.0 model
Public Sector ICT, Cloud and Data Strategies

Build ICT Capability: Ensure Revenue can continue to own and manage its ICT estate

Improve recruitment streams and onboarding of new Revenue ICT staff

Implement the Division's ICT People and Culture Strategy

Improve ICT, data and system training/usage for all Revenue staff

Develop new model for 24x7 technical support and operations

Tender for and implement a new external support contract

Systems and Services: Implement the next generation of leading-edge Tax and Customs applications

Deliver next phases of UCC. Develop VAT Mod (ViDA) and Pillar 1/2

Advance full systems redesign in line with Tax Admin 3.0 model

Implement new Omni-channel Contact Centre and a new CRM system

Develop RevWorkplace Portal for internal Apps

Support the wider Public Service, EU and OECD ICT Agendas

Data: Increase organisational use of data as an asset

Refresh BI strategy. Develop new Analytics and AI Strategy

Develop and implement a full Data Lifecycle Management process

Use data for real-time analytics and AI in Revenue systems

Deliver new self-service, Data Analysis tooling and BI reporting

Deliver new archival and backup processes. Refine Test Data processes.

Technology: Provide the most modern, flexible, resilient, secure and cost-effective technology stack for Revenue

Develop new RJS architecture and dev stack

Actively retire old technologies and environments

Define Cloud roadmap to migrate appropriate workloads to Cloud

Update Virtual Desktop delivery model

Implement better testing technology and DevOps approach



Safeguarded by leading-edge ICT Security technology and monitoring supported by processes accredited to industry standards



Under-pinned by robust governance methodology driving strong programme and project management



Supporting the Revenue and Government Green IT and Sustainability agendas