

Candidate Information Booklet

Senior Analyst (Higher Executive Officer)





Fiosrú

Oifig an
Ombudsman
Póilíneachta

Office of
the Police
Ombudsman

Fiosrú is committed to a policy of equal opportunity.

Fiosrú will run this campaign in compliance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA).

Codes of practice are published by the CPSA and are available on www.cpsa.ie

Contact: Human Resources Unit

Address: Fiosrú –Office of the Police Ombudsman
150 Abbey Street Upper
Dublin 1

E-mail: recruitment@fiosru.ie

Website: www.fiosru.ie



Senior Analyst (Higher Executive Officer)

Fiosrú – Office of the Police Ombudsman, 150 Abbey Street Upper, Dublin 1

Overview of Fiosrú

Fiosrú, the Office of the Police Ombudsman is the new independent policing oversight body, for Ireland. Fiosrú is a new organisation which has been created with the commencement of the Policing, Security and Community Safety Act 2024 implementing the recommendations of the Commission on the Future of Policing. Fiosrú has assumed the statutory responsibility of receiving complaints from members of the public concerning members of garda personnel, a role previously undertaken by the Garda Síochána Ombudsman Commission (GSOC). The objective of Fiosrú is to ensure that complaints about Gardaí are examined in a way that is both transparent and equitable, and which increases public confidence in police oversight.

Fiosrú has a revised governance model, moving from a three-person Commission to a single Police Ombudsman. The Police Ombudsman will be supported by a Deputy Ombudsman and Chief Executive. Fiosrú has enhanced powers which will enhance the effectiveness, efficiency, and customer service of the new body. Fiosrú also has an expanded mandate, including analysis of complaints and referrals to identify trends and patterns, as well as research activities. A statement of strategy for Fiosrú is currently in preparation which will set out the vision for the future development of the new body.

Background

Fiosrú has been established to replace the Garda Síochána Ombudsman Commission (GSOC) as the independent statutory body (under the Police Security and Community Safety Act 2024) for the purpose of ensuring openness, transparency and accountability in the process by which complaints against An Garda Síochána are investigated. The Police Security and Community Safety Act 2024 stipulates that Fiosrú is independent in the performance of its functions.

The Ombudsman is directly accountable to the Oireachtas for her statutory functions. The CEO, as accounting officer, also reports directly to the Dáil Committee of Public Accounts. In practice, this means Fiosrú engages in a number of reporting mechanisms to the Houses of the Oireachtas e.g. production of statements of strategy, annual reports on its activities and its financial expenditure. In addition, the Ombudsman can, of her own volition, submit special reports on matters she considers appropriate.

The organisation expects to deal with approximately 2,000 complaints each year – the bulk of which come from members of the public but also some referred from An Garda Síochána. Complaints will, in many circumstances, be considered for investigation and it will be the teams of investigating officers that will undertake this activity under the supervision and guidance of a very experienced management team – establishing the facts, interviewing individuals and making recommendations of the progression of the cases. Further detail of the nature of our work can be obtained in Fiosrú's last published annual report which can be viewed [here](#).



The functions of Fiosrú include:

- to receive complaints made by members of the public concerning the conduct of members of An Garda Síochána (AGS);
- to consider complaints and make a decision on progression through a number of potential pathways;
- to investigate, where deemed appropriate, whether a complaint identifies criminal activity or, where non-criminal, if it may be a matter that would be considered a disciplinary matter with AGS;
- to report the results of its investigations to the Garda Commissioner and, as appropriate, to the Director of Public Prosecutions;
- to conduct other investigations of matters concerning the conduct of members of An Garda Síochána,
- to examine practices, policies and procedures of An Garda Síochána, and to draw up operational protocols with the Garda Commissioner.
- To develop and provide systemic recommendations to the Commissioner based on evidence identified in the course of our work.

The Role

Based within the Complaints and Investigations Directorate and reporting to an Assistant Principal Officer the Senior Analyst is responsible for the identification, preservation, analysis, and presentation of digital evidence in support of criminal investigations. Working closely with both Investigators and in-house Forensic Specialists, the analyst applies scientific methods and technical expertise to carry out complex strategic and operational analyses, drawing inferences, conclusions and recommendations as appropriate pertaining to digital evidence.

Main Duties and Responsibilities

- Conduct in-depth forensic analysis of digital data to support investigations involving cybercrime, fraud, child exploitation and other criminal activities.
- Utilise industry-standard forensic tools (e.g., EnCase, FTK, X-Ways, Cellebrite, Magnet AXIOM) and scripting/programming when required.
- Analyse and present data to provide tactical support to operations by identifying patterns, trends, relationships, anomalies, sequences and any other requirements.
- Using data science, analysis tools and methodologies to develop information and knowledge from data.
- Formulating practical, evidenced based recommendations on the basis of analysis.
- Prepare detailed technical and investigative reports suitable for both internal stakeholders and court presentation.
- Undertake a process of data integration by combining various types of data from various sources to interpret and make recommendations for operational action.
- Undertake the preparation of graphical representation of evidence to present at Court as required.



- Undertaking any other duties that are commensurate with the post that will be determined from time to time.

This description of the role is not intended to be an exhaustive list of duties and responsibilities and may be reviewed from time to time to reflect the needs of Fiosrú.

Entry Requirements

Essential

Candidates must, on the date of application, have:

- Level 8 or higher qualification in a related field **or** 5 years experience;
- Proficiency in one or more Digital analytical tools including as Cellebrite Analyser, Magnet Axion, MSAB Xam, EnCase;
- Knowledge of data science and analysis tools and methodologies to develop actionable information and knowledge from data;
- Experience in research and interpreting data;
- Experience of conducting operational analysis using structured analytic techniques (SATs);
- Experience in collating and examining information to identify anomalies, trends or themes;
- The ability to present findings in a clear, concise and comprehensive manner.

In addition to the attributes and experience outlined above, suitable candidates will demonstrate evidence of the behaviours and competencies identified as being important for the Higher Executive Officer (HEO) grade. The required HEO capabilities, as per the Capability Framework, are set out in detail [here](#).

Desirable

- Industry standard certifications including (but not limited too) Cellebrite / Magnet / MSAB / GAIC;
- Professional certification in data analysis/analytics methodologies (NIAT, GSAS, IEIS, CEPOL, or other equivalent IIP competency frameworks);
- Knowledge and experience of conducting operational analysis using Structured Analytic Techniques (SATs), and in relation to communications data, geospatial and/or statistical analysis;
- Knowledge and experience of conducting open source research and investigation;
- Proficiency using common software such as Microsoft Office, ArcGIS and i2.

Candidates should note that the admission to a competition does not imply that Fiosrú is satisfied that they fulfil the essential entry requirements. Therefore, the onus is on the candidate to ensure that they meet the essential entry requirements prior to submitting their application.



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 or stamp 5 permission.

To qualify, candidates must meet one of the citizenship criteria above by the date of any job offer.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure, NDP, and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 01 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure, NDP, 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).

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

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 01 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).

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).

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.

Principal 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.

Pay

Personal Pension Contribution (PPC)

The salary for this position, with effect from 1st June 2026 is as follows:

€60,029 €61,785 €63,537 €65,286 €67,044 €68,792 €70,547 €73,077¹ €76,546²

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(LSI-1) and 6(LSI-2) years satisfactory service at the maximum of the scale.

Candidates should note that entry will be at the minimum of the salary scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded subject to satisfactory performance.

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.

Important Note

Different terms and conditions may apply, if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant.

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 nine months from the date specified on the contract. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.



During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you –

- i. Have performed in a satisfactory manner,
- ii. Have been satisfactory in general conduct, and
- iii. Are 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 you will be retained pursuant to Section 5A (2) of the Civil Service Regulation Acts 1956-2005. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above.

The details of the probationary process will be explained to you by Fiosrú and you will be given a copy of the Department of Public Expenditure, NDP, and Reform's guidelines on probation.

Notwithstanding the paragraphs above, the probationary contract may be terminated at any time prior to the expiry of the terms 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 and
- 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 employees return from work after such absence.

The employee may in these circumstances make application to the employer for an extension to the contract period.

All appointees will serve a nine months probationary period. 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.

Outside Employment

The position will be whole 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 official duties, impairs performance or comprises his/her integrity.

Headquarters

The officer's headquarters will be such as may be designated from time to time by the Head of the Department/Office but will normally be 150 Abbey Street Upper, Dublin 1. When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.



Hours of attendance

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

Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act, 1997 will, where appropriate, apply to this appointment

Annual Leave

The annual leave allowance will be 29 working days a year, rising to 30 days after 5 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

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.

Appointees 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 directly to Fiosrú. 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.

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 CPI).



- Post retirement pension increases are linked to CPI.

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 his/her 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 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.
- **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).
- **III-Health-Retirement**
Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are 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.

Appointment post ill-health retirement from Civil Service

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

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. 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.



3. 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.

Appointment post ill-health retirement from Public Service

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. 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.
3. 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 is available [via this link](#) or upon request to Fiosrú.

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.

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.

All circulars are available on the website www.circulars.gov.ie or from the Personnel Section.

Secrecy, Confidentiality and Standards of Behaviour: Official Secrecy and Integrity

During the term of the probationary contract, 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.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Ethics in Public Office Acts

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Prior approval of publications

An officer will agree not to publish material related to his or her official duties without prior approval by the head of the Department/Office or by another appropriate authorised officer.



Political Activity

During the term of employment the officer will be subject to the rules governing public servants and politics.

Please note:

As an Employer of Choice, the Civil Service has many flexible and family friendly working policies including some opportunities for remote working. Please note, successful candidates may request flexible working opportunities, however, this is at the discretion of the employer and decided in line with the business needs of the organisation, and on a case by case basis.

IMPORTANT NOTICE

The above 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.

Competition Process

How to Apply

Completed Applications should be submitted to recruitment@fiosru.ie on or before the closing date of 3pm on Monday, 28 September 2026 (IST). Please note that all sections of the application form must be fully completed or your application may receive no further consideration.

Applications will not be accepted after the closing date.

Closing date

Your application must be emailed to recruitment@fiosru.ie not later than **3pm, 28 September 2026 (IST)**.

If you do not receive an acknowledgement of receipt of your application within 2 working days of the closing date, please email recruitment@fiosru.ie.

Interviews for these posts are likely to commence in October 2026.

The onus is on each applicant to ensure that she/he is in receipt of all communication from Fiosrú.

Fiosrú accept no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by Fiosrú and should make sure that the contact details specified on the application form are correct.

Selection Methods

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary interview
- pre-recorded video Interview
- completion of online questionnaire(s)
- presentation or other exercises
- a final competitive interview
- remote interview



- work sample/roleplay/media exercise, and/or any other tests or exercises that may be deemed appropriate

Shortlisting

The number of applications received for a position generally exceeds that required to fill existing and future vacancies for the position. 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, Fiosrú may decide that a smaller number will be called to the next stage of the selection process. In this respect, Fiosrú provide for the employment of a short-listing process to select a group who, based on an examination of the application forms, appear to be the 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 be better qualified and/or have more relevant experience. An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

Security Clearance

Given the sensitive nature of the role, individuals coming under consideration for a position must undergo strict security checks/screening. Accordingly, candidates will be required at that stage to provide information for security clearance and Garda vetting purposes.

Eligibility Requirements

Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this competition.

Please note that, given the volume of applications, Fiosrú is not in a position to consider or offer advice on the qualifications/eligibility of individuals unless they come under consideration. The onus is on the candidate to ensure they fulfil the eligibility requirements set out. Fiosrú reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications.

Candidates who are unable to show that they hold the required qualifications may be withdrawn from the competition at any stage. An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

Other important information

Fiosrú will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that Fiosrú are satisfied that such person fulfils the requirements of the competition or is not



disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position Fiosrú will make all such enquiries that 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.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Candidates with Disabilities

Candidates who have indicated on their application or profile that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide Fiosrú with information to act as a basis for determining reasonable accommodations, where appropriate.

These reports must be forwarded to Human Resources, Fiosrú, 150 Abbey Street Upper, Dublin 1 by close of business on 28 September 2026 (IST). **You should email a scanned copy** of the report to recruitment@fiosru.ie.

Review and Complaint Procedures under the Code of Practice for Appointments to Positions in the Civil and Public Service

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 (as detailed below), a complainant may not seek a further review of the same process under Section 8, 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 Fiosrú to suspend an appointment process while a Review or Complaint is being considered. However, the CPSA expects that, where possible, Fiosrú will intervene in cases where it finds an error is likely to have occurred.

Requesting a Review under Section 7

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by Fiosrú (Fiosrú will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice for Appointments to Positions in the Civil and Public Service published by the CPSA).



When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken, or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Informal Review will consist of a desk-based examination of any available information in relation to the recruitment process and the decision taken regarding the candidate's application. The outcome of the Informal Review Process will be communicated to the requester in writing.

- A request for Informal Review must be made within 5 working days of notification of the decision and will normally take place between the candidate and a representative of Fiosrú who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal communication, he/she may adopt the formal procedures set out below.

A request for Formal Review must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Review process. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address his/her concerns in relation to the process in writing to Human Resources (via email to recruitment@fiosru.ie, or in writing to Human Resources, Fiosrú, 150 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Review will be conducted by a person who is completely independent of the selection process.
- The outcome of the Formal Review must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, Fiosrú must keep the candidate informed of the status of the review and the reasons for the delay.

Making a Complaint under Section 8

A candidate may believe there was a breach of the Commission's Code of Practice by Fiosrú that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates to make a complaint under **Section 8** to Fiosrú in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

On foot of a Section 8 Complaint process, either Fiosrú or the CPSA may find that the recruitment and selection process in question has not adhered to the standard set out in the Code of Practice. In such cases, Fiosrú and the CPSA may make recommendations in order to prevent such issues from reoccurring again in the future. **The CPSA cannot instruct Fiosrú to reverse a decision taken in the course of an appointment process.** Any candidate wishing for an investigation into the decision taken regarding their application as part of a selection process should request a Review under Section 7, as outlined above.

The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the



complainant cannot support their allegations by setting out how Fiosrú has fallen short of the principles of this Code.

The Informal Complaint will consist of a desk-based examination of any available information in relation to the recruitment process. The outcome of the Informal Complaint will be communicated to the requester in writing.

- An Informal Complaint must be made within 5 working days of notification of the decision, and will normally take place between the candidate and a representative of Fiosrú who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal communication, he/she may adopt the formal procedures set out below.

A Formal Complaint must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Complaint. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address his/her concerns in relation to the process in writing to Human Resources (via email to recruitment@fiosru.ie, or in writing to Human Resources, Fiosrú, 150 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Complaint will be investigated by a person who is completely independent of the selection process.
- The outcome of the Formal Complaint must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, Fiosrú must keep the candidate informed of the status of the review and the reasons for the delay.

For further information on the above Review and Complaint procedures please see the Code of Practice for Appointments to Positions in the Civil and Public Service which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Candidates' Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements



- impersonate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition.

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

Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials or interview(s) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

Use of Recording Equipment

Fiosrú does not allow the unsanctioned use of any type of recording equipment. 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.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate, and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Contravention Code of Practice

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

Specific candidate criteria

Candidates must:



- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned;
- and if successful, they will not be appointed to the post unless they:

Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed. Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

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

Candidates are expected to provide all requested documentation to Fiosrú, including all forms issued by Fiosrú for completion, within five days of request. 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.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Please note, If Fiosrú is not notified of any issues you experience in advance of or on the day of your assessment/interview, we will not be in a position to address these after the fact.

Feedback will be provided on written request. A request for feedback does not impact on the timeframe set out for seeking a review.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dataprotection@fiosru.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by Fiosrú are set out on the Data Protection page of www.Fiosrú.ie.