



Candidate Information Booklet  
Please Read Carefully

Open competition for appointment as:

**OneLearning  
Service Delivery Supervisor**

Closing date: Tuesday 20<sup>th</sup> February 2024 @ 1pm

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# About the IPA

## The Organisation

Founded in 1957, the Institute of Public Administration (IPA) is a leading provider of education, training, consultancy, publications and research services for the public sector in Ireland. Its objective is to advance the understanding, standard and practice of public administration and public policy.

The IPA is a recognised college of the National University of Ireland. It provides third-level programmes, professional development courses, and training and advisory services in areas including Public Management, Local Government, Governance, Leadership, Human Resources and Finance.

To support its continued success the IPA is seeking to appoint a OneLearning Service Delivery Supervisor.

## What we do

The Institute of Public Administration (IPA) is Ireland's only public service development agency focused exclusively on public sector development. It delivers its service through:

- Education and Training: building people's capability to meet current and future challenges;
- Advisory and Consultancy: solving problems and helping plan, and shape the future;

We are proud of our distinct mission and role in the provision of Education, Training, Consultancy and other services for the wider public sector both in Ireland and abroad.

Our blend of experience, skills and knowledge of the public sector allows us to offer a wide range of bespoke services which meet our clients' needs precisely and effectively and whilst our services are delivered mainly to clients in the Irish public service, we have a strong reputation and demand for our services internationally also.

## OneLearning

OneLearning established in 2017, was previously based in the Department of Public Expenditure, NDP Delivery and Reform, as the Learning and Development Centre for the Irish Civil Service (CS). A decision was made in early 2023 to expand this successful initiative to the wider Irish Public Service (PS) and on that basis OneLearning will be transferred to the IPA from year end 2023.

The aim of OneLearning is to continue to build the capability and capacity of the Public Service to ensure a high performing, future-focused workforce skilled to provide quality policies and services to the people of Ireland. It is central to the OneLearning ethos that all learning and development solutions meet both the current and future needs of the Public Service; therefore, all L&D solutions are specifically designed so that learners acquire tangible takeaways to put into practice.

Find out more about the IPA at: [www.ipa.ie](http://www.ipa.ie).

## **Why consider a role in the IPA**

If you are looking for a career where you can make a real difference, with the potential for enormous personal satisfaction, then we urge you to consider a role with the Institute of Public Administration.

We make a difference and we are proud of what we do. The Institute is involved in every part of the public service and our role is exciting and varied. If you're ready to join us, to be challenged, and to grow professionally, then consider a role with the Institute of Public Administration.

## **Our commitment to supporting our Staff**

The Institute is committed to embracing opportunities for blended working, to build a dynamic, agile and responsive organisation while sustaining strong standards of performance and high levels of productivity.

A healthy work-life balance is important to us and we recognise this by offering a comprehensive range of work-life balance options and a wide variety of special leave options.

We provide access to the Cycle to Work Scheme and the Tax Saver Scheme and we have a staff wellbeing and employee assistance programme.

We are committed to providing ongoing learning and development opportunities so that you can develop to your full potential. Staff are actively encouraged to pursue further education opportunities.

## **Our commitment to Diversity and Inclusion**

As an equal opportunity employer, we are committed to implementing equal opportunities in all our employment policies and procedures.

The Institute of Public Administration values and welcomes diversity and is committed to creating a truly inclusive workplace. We aim to develop colleagues to enable them to make a full contribution to meeting the Institute's objectives, and to fulfil their own potential on merit.

We welcome and encourage job applications from candidates of all backgrounds.

# About the role

## OneLearning Service Delivery Supervisor

**Grade:** Grade 4

**Reports to:** OneLearning Service Delivery & Communications Manager

### **Job Function:**

Reporting to the OneLearning Service Delivery & Communications Manager, the OneLearning Service Delivery Supervisor will be responsible for; the Service Delivery Team, the management of the smooth running of training sessions via the Learning Management System (LMS) and/or other systems as required e.g. IPA Moodle and/or a manual system and the management of the training logistics and course administration of training sessions for Public Servants across the country.

### **Key Responsibilities:**

Managing a team of Service Delivery Administrators to support the smooth running of large scale Instructor Led online training sessions for the Public Sector.

- Responsible for developing and managing performance of direct reports; providing prompt objective coaching with regular and effective performance feedback and ensuring they are adequately equipped to perform their duties and responsibilities.
- Manage the training logistics and operations for training sessions including venue, classrooms, instructors and facilities.
- Manage administration of training sessions including;-
  - scheduling courses on the OneLearning LMS and other platforms as required
  - maintaining course scheduling data on spreadsheets/LMS
  - provision of course session logistics to key stakeholders within Service Level Agreements/GDPR requirements (attendance sheet/billing details/venue etc.)
  - course session administration
  - updating student attendance records
  - generation and administration of key training reports.
- Manage post sessions-administration including updating of sessions schedules and co-ordination of class evaluations.
- Co-ordinate and provide helpdesk support to Learners.
- Training of staff within the Service Delivery team.
- Liaise with relevant stakeholders including external training providers and business partners on matters relating to the co-ordination of training courses administration.
- Manage a positive work environment by role modelling / leading by example. Seeking out better ways of operating and promoting the IPA/OneLearning mission, vision and values through all interactions with stakeholders.

- Self-motivated with excellent customer service and strong working/team building relationship skills to role model/lead by example, build and maintain positive working relationships across the Public Service.
- Conscientious, detail-oriented and thorough with an exceptional attention to detail
- Communicate effectively at all levels both orally and through written communications that will drive participation and engagement.
- Demonstrate knowledge of the training catalogue by communicating effectively to session participants and stakeholders.

## **Essential Requirements**

### **Character**

Each candidate must demonstrate commitment to the following values of the IPA:

- Integrity;
- Client-Centred and Responsive;
- Openness and Accountability;
- Trust and Respect;
- Innovation and Learning;
- Research-Led;
- Practice-Led.

### **Health**

Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### **Person Specification**

#### **Essential**

- Minimum of 2 years people management experience with a proven ability to maintain a highly motivated and engaged team.
- Minimum of 2 years operations management experience in a high volume, fast paced, dynamic environment where attention to detail and organisational skills are essential.
- Proven track record of providing excellent customer service with exceptional written and oral communications skills.
- Demonstrated ability to provide professional and proactive stakeholder engagement and management.
- Demonstrated ability to learn new technology skills on new systems and a proficiency in MS Office

#### **Desirable**

- A track record in continuous learning and development.
- Experience with Learning Management Systems, CRMs, HR Management Systems or other similar systems
- Experience in delivering and managing change in a customer focused organisation
- CIPD/L&DI Membership.

# Principal Conditions of Service

## Remuneration

The salary scale for this position ranges from €39,355 to €62,323 (14 point scale including 2 long service increments) per annum pro rata.

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

Subject to satisfactory performance, increments may be payable in line with current government policy.

## Tenure

Permanent basis, or on a contract or secondment basis with a view to permanency.

## Location

The position is Dublin based. Members of the staff of the Institute may be required to attend meetings and other functions on occasions outside normal working hours.

## Hours of Attendance

Hours of attendance will be as fixed from time to time but will not amount to less than 35 hours 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 Institute operates a formal Blended Working model based on service/business requirements. The Institute currently has a flexible working hour attendance scheme in operation.

## Annual Leave

The Annual Leave allowance for this position is 27 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the Institute, is based on a five-day week and is exclusive of the usual public holidays.

**Sick Leave**

The rate of 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 Civil & Public Service sick leave circulars.

**Confidentiality**

All enquiries, applications and all aspects of the proceedings relating to recruitment and selection are treated as strictly confidential and are not disclosed to anyone outside those directly involved in the recruitment process.

**Freedom of Information**

Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act, 2014.

**Safety & Welfare**

The holder of the post shall co-operate with the terms of the Institute's Safety Statement. He/she shall familiarise him/herself with the safety rules and procedures and adhere to same.

**Training**

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

**Eligibility to Compete**

Candidates must, by the date of any job offer, be:

- A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- A citizen of the United Kingdom (UK); or
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

**Superannuation Contribution**

Membership of the Single Public Service Pension Scheme is compulsory for all employees except where there is membership of pre-existing public service superannuation scheme. Details will be provided to the appointee prior to appointment.

For new entrants under the Single Public Service Pension Scheme, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on

career-average pensionable remuneration; pensions will be co-ordinated with the State Pension Contributory.

### **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.

### **Communications**

Conscia will contact you when necessary at each stage of the competition by email. You should only submit one email address for all correspondence in relation to this competition.

It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform Conscia of any change in email address throughout the recruitment and selection campaign. This can be done by emailing [ipa@consciatalent.com](mailto:ipa@consciatalent.com). The onus is also on each applicant to ensure that s/he is in receipt of all communication from Conscia. Conscia does not accept responsibility for communications not accessed or received by an applicant.

### **Employee Benefits**

Examples of some of the current employee benefits include:

- Generous annual leave entitlement
- Blended Working Policy
- Family Friendly Policies
- Availability of an Optical Benefit Scheme
- Availability of a Cycle to Work Scheme
- Staff Wellbeing Programme
- A range of Learning and Developmental Opportunities
- Sick Leave Scheme
- Paid Maternity and Paternity Leave
- Option to become a member of the Institute's Social Club
- Car-parking (first come first served)
- Automatically entered into a pension scheme
- Employee Assistance Programme

### **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.



# Application & Selection

## Before you proceed

Before proceeding with this phase of the selection process you should satisfy yourself that you meet the education & experience criteria for the post as set out on Pages 4&5 of this booklet.

## How to apply

All applications by way of completed application form should be emailed directly to mail to ipa@consciatalent.com no later than **1pm on Tuesday 20th February 2024**.

When outlining your application, accuracy is essential. The information you supply in your application will play a central part of the selection process. If you do not receive an acknowledgement of receipt of your application please check your junk/spam folders as email notifications may be filtered here.

## Selection Process

The Selection Process may include the following:

- Short-listing of candidates on the basis of the information contained in their application;
- Competitive interview, which may also include a presentation;
- Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate.

Please note that the Institute reserves the right to hold any part of the selection process by way of remote/video-call platform or other appropriate methodology.

## Shortlisting

The Institute reserves the right to shortlist applications. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the applications submitted or a shortlisting interview.

Where, by reason of the number of persons seeking admission to the competition and the standard of knowledge, training or experience in general of such persons, the Institute considers that it would be reasonable not to admit all the persons to the competition, the Institute may admit to the competition only persons who appear likely to it to attain in the competition a standard sufficient for selection and recommendation for appointment.

The information you supply in your application will play a central part in the shortlisting process. The Institute's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

## Interview

You will be contacted in relation to any interview dates and times. You may also be contacted in relation to the requirement to complete an on-line questionnaire should this be included in the selection process. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you are requested to bring photographic identification.

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Institute's opportunity to assess your suitability for the role as advertised.

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Institute is satisfied that such person fulfils the requirements of the role 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, the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview.

The Institute may at its discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as the Institute considers appropriate in the preliminary interview. Interviews shall be conducted by Board(s) set up by the Institute. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed qualifications and any other relevant matters. Only candidates who reach such a standard as the Institute considers satisfactory in the competitive interview shall be considered for selection and placed on a panel. The onus is on all applicants to make themselves available for interview.

The Institute reserves the right to vary the number and sequence of each stage of the selection process as the competition progresses

### **Panels**

A panel may be formed on the basis of the outcomes of the selection process. Placement on any panel from this competition is no guarantee that a position will be offered. The selection process will not be concluded until such time as references have been sought and clearance checks, i.e., occupational health, and verification of education qualifications, have been carried out.

### **Offer of Appointment**

The Institute shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month. If they fail to take up the appointment within such period, or such longer period as the Institute in its absolute discretion may determine, the Institute may not appoint them.

### **Probationary Period**

All new employees are required to satisfactorily complete a probationary period, in accordance with the 'Terms and Conditions of Employment' in their employment contract. Employees will be required to serve an initial probationary period. During this period, the employee's performance on the job and potential abilities are evaluated to determine suitability for the position. At the end of this probationary period, a formal assessment will be carried out by the employee's line manager, resulting in a decision on whether the employee has completed their probation satisfactorily.

**Deeming of candidature to be withdrawn**

Candidates who do not complete and submit any assessments before the specified date or do not attend/undertake any stage of the selection process as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

**Data Protection**

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. The personal information (data) collected on the application form, including any attachments, (which may include the collection of sensitive personal data) is collected for the purpose of processing this application and any data collected is subject to the regulations.

**Candidates should note that canvassing will disqualify.**

**The Institute will not be responsible for refunding any expenses incurred by candidates.**

**The Institute is committed to a policy of equal opportunity.**