

**CANDIDATE INFORMATION BOOKLET
PLEASE READ CAREFULLY**

The Pensions Authority is an equal opportunities employer

**Higher Executive Officer (HEO) opportunities
The Pensions Authority**

Title:	Higher Executive Officer (Hybrid)
Employer:	The Pensions Authority
Salary:	€58,847
Level:	Higher Executive Officer (Standard Scale)
Posts:	The Authority may establish a HEO panel as part of this recruitment process from which any future permanent or temporary HEO posts which arise during the life of the panel may be filled.
Tenure:	Permanent (subject to satisfactory completion of probation)
Location:	Verschoyle House, 28-30 Lower Mount Street, Dublin 2
	The Pensions Authority currently operates a hybrid work model (HWM). Our HWM policy currently requires employees to attend the office for a minimum of two days per week. Please note the Authority's HWM is subject to change in line with Government guidelines and the Authority's business needs.
Email:	careers@pensionsauthority.ie
Closing date:	2:00pm on Tuesday 26 August 2025

The Pensions Authority

The Authority is a statutory body established under the Pensions Act, 1990. The Authority supervises compliance with the Act by scheme trustees, personal retirement saving account (PRSA) providers, registered administrators and employers. Additionally, the Authority is responsible for advising the Minister for Social Protection on pension matters generally.

Further information about the Authority and [the work we do](https://www.pensionsauthority.ie) can be found on our website www.pensionsauthority.ie

The role of the Higher Executive Officer

The HEO generally reports to and supports an Assistant Principal Officer in pursuit of the stated annual objectives under the Pensions Authority Unit plans. The role is a middle management role and requires the holder to be adaptable and to be able to add value to the organisation in a variety of settings.

The general responsibilities of this middle management role can include:

- Conducting pro-active supervisory work including investigations, on and off-site inspections, engagement meetings, thematic reviews and desk-based audits.
- Conducting detailed analysis of submissions received from regulated entities.
- Drafting compliance findings reports.
- Inputting to the development of supervisory and enforcement processes that align with the Authority's move to risk-based and forward-looking prudential supervision.
- Conducting research and analysis for input to policy development.
- Managing and organising projects, working collaboratively and harnessing the capability of others to achieve optimum outcomes.
- Carrying out high quality work independently to achieve desired organisational goals with limited need for guidance or instruction.
- Prioritising and organising personal and team workload to deliver on Unit goals and objectives.
- Leading, managing and motivating teams, and also working effectively as a member of such teams.
- Playing a key role as a member of the HEO group in the Unit and ensuring it works as a high performing leadership team.
- Developing individuals and effectively delegating daily Unit tasks and responsibilities.
- Providing high quality customer service to both internal and external customers and training team members to do so, by developing their skills and expertise and by consistently setting a good example.

- Demonstrating a disciplined and professional approach to getting work done and delivering on commitments and targets.
- Pro-actively ensuring own technical skills and knowledge are continuously updated to meet the requirements of the individual role.
- Undertaking any ongoing training and development as prescribed by the Unit Head, Deputy Head or the Pensions Regulator.
- Reviewing the effectiveness and efficiency of “how work is done” and recommending changes to improve efficiency and effectiveness to the relevant Assistant Principal and Principal Officer.
- Contributing to the development and implementation of management information systems.
- Taking a proactive approach to the continuous development of skills and knowledge relevant to the role.
- Complying with any duties that may be assigned from time to time by the Unit Head, Deputy Head or the Pensions Regulator.

Essential skills, experience and qualifications

Suitable candidates must have:

- A minimum of three years’ experience working in the pensions, regulation, compliance or financial services industry **and/or** hold (or be prepared to work towards) a relevant qualification, for example:
 - IIPM: Diploma in Pensions Management and Policy.
 - IIPM: Certificate in Pensions, Investments and Insurance.
 - LCOI: Professional Diploma in Compliance.
 - Professional Diploma in Financial Advice.
 - Certificate in Retirement Planning Advice.
 - QFA.
 - Other qualifications relevant to pensions, regulation, compliance or financial services.
- The ability to work independently and take a lead role as part of a team.
- Strong analytical skills and sound judgement.
- An ability to critically assess processes and procedures.
- Excellent written and oral communication.
- A proven track record of delivering results.
- Excellent people management and interpersonal skills.
- A proactive approach to continuously developing the expertise required to excel in their role.
- Strong project management skills.

- The ability to work under pressure and meet deadlines.
- Strong MS Office skills

The successful candidate must be interested in further developing their pensions knowledge. The successful candidate may be required to complete training courses during their probationary period.

Application process

- Send the application form provided to careers@pensionsauthority.ie
- Enter '**Higher Executive Officer** – your name' in the subject heading of the cover email. Failure to do so may result in your application being deemed ineligible.

Applicants must demonstrate in the application form, by reference to specific achievements in their career to date that they possess the qualities, skills and knowledge required for the role of Higher Executive Officer as identified in the 'Essential skills, experience and qualifications' section above and the Pensions Authority's competency framework for Higher Executive Officer (set out in Appendix 1).

When completing the application form, please refer to the competencies in Appendix 1 and consider the requirements of the role as set out above. For each competency, please provide specific examples illustrating how you have displayed the relevant competency during your career to date, in order to clearly demonstrate your suitability for this position. Your answer must highlight all elements of the STAR competency framework – which is outlined below:

Situation	Present a challenging situation you found yourself in
Task	What did you need to achieve from the situation?
Action	What action did you personally take to achieve this?
Result	What was the result of your action?

Closing date

The closing date and time for receipt of applications is **2:00pm on Tuesday 26 August 2025**.

We acknowledge receipt of all applications. If you do not receive an acknowledgment of receipt of your application, please contact careers@pensionsauthority.ie immediately but no later than three days after the closing date.

It is strongly recommended that you do not change your email address or mobile phone number during this recruitment competition, as any contact with you will be through the email address and mobile phone number originally supplied by you.

It is the Authority's policy that applications will not be accepted after the closing time.

Note:

If you are an EU/EEA/UK national, you will be asked to show proof of right to work in Ireland. If you are a non-EU/EEA/UK national, you will require a current and valid work visa for the Republic of Ireland. Remote working outside of the territory and jurisdiction of Ireland will not be facilitated except for employees residing in Northern Ireland.

Please note the Pensions Authority cannot provide employer sponsorship for employment permit purposes.

Selection process

Candidates may be shortlisted on the basis of the information provided in their application form. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications and experience meet the requirements of the post.

The selection process may include:

- a competitive initial/preliminary interview; and/or
- one or more rounds of technical tasks, tests or exercises to be completed by the candidate; and/or
- a competitive final interview(s); and/or
- a presentation by the candidate.

Notification to attend interview will issue at least one week in advance. Candidates will be required to attend interviews at their own expense. It is not possible to alter the allocated interview date or time. **Candidates who do not attend for interview when and where required, or confirm their attendance for interview if requested, will have no claim for further consideration and their candidature will be deemed to be withdrawn.**

If you require special facilities at the interview location (e.g. wheelchair access, sign interpreter, Braille etc.) please contact careers@pensionsauthority.ie.

Candidates must produce satisfactory documentary evidence of all qualifications claimed by them, on request. Failure to produce such documentary evidence when requested may lead to disqualification from the competition and/or termination of contract. Therefore, it is advised that you have this documentation available to you when making your application.

Any candidate who supplies false or misleading information in their application may be disqualified.

As far as possible, will endeavour to keep candidates informed of the progress of their application at the earliest possible date.

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Honesty agreement

Honesty and integrity are key values in the Civil and Public Service. You are therefore required to ensure that the information provided throughout the selection process is factual, honest, and an accurate reflection of your skills and experience to date. Please note that the use of online systems, software or artificial intelligence during the selection process, assessments, interviews, or to prepare your application responses is strictly prohibited. Candidate submissions at all stages are subject to duplication / originality / response pattern checks, and the information provided may be verified at a later stage. Where a breach occurs, the Authority will consider sanctions which may result in disqualification. In submitting your application, and in engaging in the recruitment process, you are confirming that you consent to your work/submissions being made subject to this process.

General conditions of employment

Pay

Entry will be at the minimum of the Higher Executive Officer (Standard) Scale, which is €58,847 for persons appointed on or after 6 April 1995. The salary scale for the position, as per Circular 16/2025 is as follows:

For persons appointed to the public service after 6 April 1995:

€58,847 €60,567 €62,285 €64,000 €65,723 €67,437 €69,157 €71,637¹ €74,112²

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

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and/or the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

In the event of appointment to a permanent or temporary position with the Authority the appointee must serve a probationary period, which normally will last for nine months. If at any time during this period it appears that the appointee would not be suitable for final appointment, the probation will be terminated.

Panel

As part of this recruitment process, the Authority may establish a panel of successful candidates in order of merit. Any panel created will expire after a designated period from its establishment (usually nine months), or when it has been exhausted, whichever is sooner. The Authority may decide that only a certain number of candidates will be placed on any such panel. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Candidates not appointed at the expiry of the panel will have no claim to a position thereafter because of having been on the panel.

More detailed information regarding establishment of a panel (if any), duration of any such panel and placement on the panel will be provided to successful candidates.

If you are placed on a panel, and are subsequently offered an assignment, you must be available to take up the post as offered. Vacancies may need to be filled with immediate effect therefore if you are not contactable, the Authority will immediately move on to the next available candidate. Candidates who wish to be considered for positions which may arise must be available for the full duration of the contract offered. Extended holiday plans during this period may affect your possible assignment.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount, on average, to not less than 43 hours and 15 minutes gross or 35 hours net per week. Normal working hours are from 09.00 to 17.00 Monday to Friday, including lunch. Evening and weekend work may be required from time to time.

Where extra attendance is necessary, payment or time off in lieu may be allowed in accordance with the normal regulations for the grade. Please note that hours of attendance may be subject to change from time to time in line with Government/local policy and practices.

Annual leave

The annual leave allowance for the position of HEO is 29 working days per year rising to 30 after five years' service at grade. 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.

Business travel

When absent from home and headquarters on duty, appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Pension entitlements

The successful candidate will be offered the appropriate pension terms and conditions as prevailing in the Authority at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January 2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme's minimum pension age will be linked to the State Pension age 66. Retirement for most members will be compulsory on reaching age 70. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see: <http://www.per.gov.ie/pensions>.

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 existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Note:

Candidates should note that different pay and conditions may apply if, prior to appointment with the Authority, the appointee is/was a serving civil or public servant.

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.

Privacy Statement

Information provided on applications submitted to the Pensions Authority will be processed in line with our Privacy Statement. Please click here to review the Pensions Authority's [Privacy Statement](#).

Appendix 1

Higher Executive Officer Competencies

Competency	Typical behavioural indicators
Team management	<ul style="list-style-type: none">• Has a clear understanding of the roles, objectives and targets of self and team, how they fit into the work of the unit and organisation and can articulate this.• Works with those under their supervision to achieve high performance, by developing clear and realistic objectives, dealing with emerging problems and addressing any performance issues in a constructive manner.• Leads on projects, organises meetings as required, ensuring action points are completed etc.• Leads by example, coaches and supports individuals as required and promotes and ensures adherence to the organisation's policies, procedures and standards.• Promotes a culture of continuous learning and improvement placing high importance on staff development, training and maximising skills and capacity of the team; providing upward feedback to manager in this regard.• Is flexible and willing to adapt, positively contributing to the implementation of change and supporting and assisting others to do so.
Analysis and decision making	<ul style="list-style-type: none">• Takes account of broader regulatory and organisational issues and uses his/her experience in order to make sound evidence-based recommendations/decisions, supporting these with well-reasoned rationale.• Takes ownership of his/her recommendations and decisions.• Quickly identifies and advises manager on key operational trends or risks to the delivery of the objectives of the unit.• Uses sound judgment (in relation to priorities and decisions) even in conditions of uncertainty.
Delivery of results	<ul style="list-style-type: none">• Takes responsibility and is accountable for the delivery of agreed objectives (own and team's) and the day-to-day running of their area of responsibility.• Successfully manages a range of different projects and work activities at the same time.• Is logical and pragmatic in approach, delivering the best possible results with the resources available• Delegates work effectively, providing clear information, advice and evidence as to what is required.

Competency	Typical behavioural indicators
	<ul style="list-style-type: none"> • Monitors progress and quality of team's work and applies appropriate systems/ processes to enable quality checking of all activities. • Ensures adequate records and files are kept (own and team's). • Promotes a focus on high quality customer services, for internal and external customers; identifies customers' needs, develops practical solutions to their problems and monitors the effectiveness of these.
Interpersonal and communication skills	<ul style="list-style-type: none"> • Acts as a link between staff and management by balancing organisational perspectives with those of their team. • Builds and maintains rapport with others through consistency, confidence and an open communication style. • Is able to listen effectively and develop a two-way dialogue quickly. • Is candid and challenges others (internal or external) in appropriate circumstances in the interests of organisational effectiveness. • Probes to get the facts, when others may be reluctant to provide full, detailed information. • Encourages open and constructive discussions around substantive work issues. • Acknowledges others' input and expertise publicly. • Presents complex information clearly, concisely and confidently when speaking and in writing. • Gains support for ideas, proposals, projects etc. by identifying and proposing workable solutions; enlisting experts or third parties to influence others; involving others in decision making processes etc.
Drive and commitment	<ul style="list-style-type: none"> • Consistently performs at a high level to achieve agreed objectives. • Demonstrates resilience in the face of challenging circumstances and high demands. • Ensures that public service ethos and customer service are at the heart of all services provided by self and team members.
Knowledge, skills, expertise and self-development	<ul style="list-style-type: none"> • Keeps up-to-date with developments in the sector (public/pensions) in general and the organisation in particular. • Understands the link between unit plans and business strategy. • Has a high level of knowledge, skills and expertise relevant (pensions/regulation/compliance/legal etc.) to his/her area of work. • Is committed to broadening and deepening knowledge, skills and expertise, as appropriate (for self and team) and acquiring relevant qualifications. • Focuses on continuous learning and self-development; seeks feedback and development opportunities.