

CANDIDATE INFORMATION BOOKLET
PLEASE READ CAREFULLY
The Pensions Authority is an equal opportunities employer

Assistant Principal – Operations - Communications
The Pensions Authority

Title:	Assistant Principal
Employer:	The Pensions Authority
Salary:	€82,290
Level:	Assistant Principal (Standard Scale)
Posts:	One permanent post The Authority may establish an Assistant Principal – Operations - Communications panel as part of this recruitment process from which any future permanent or temporary Assistant Principal – Operations - Communications 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:	12:00 (noon) on Wednesday 3 June 2026

The Pensions Authority

The Pensions Authority is a statutory body established under the Pensions Act 1990. The Authority supervises compliance with the Pensions 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](#) can be found on our website www.pensionsauthority.ie.

The Operations Unit

The Operations Unit is responsible for:

- communications and delivering the Authority's information to scheme members, trustees, employers, the pensions industry, the general public and the media;
- dealing with all initial information enquiries from scheme members, trustees, employers, the pensions industry and the general public;
- budgeting, financial management and controls;
- human resources, risk management, procurement and facilities management; and
- overseeing corporate governance and associated policies and processes.

The role

We are seeking an experienced and strategic senior communications manager to lead our communications, media, and stakeholder engagement efforts within the Irish pensions sector.

The Assistant Principal of Communications will report to the Head of Operations and will play a pivotal role in advancing our objectives, and ensuring clear, consistent, and impactful communication across all audiences. The main duties and responsibilities of this role include, but are not limited to the following:

Key responsibilities

Strategic communications and media relations

- Developing and implementing a comprehensive communications and media strategy aligned with the organisation's strategic goals.
- Acting as primary media spokesperson and building strong relationships with journalists, editors, and key media outlets (national, international and the pensions sector).

- Drafting and overseeing the production of press releases, op-eds, speeches, media statements, and interview briefs.
- Managing media inquiries, crisis communications, and reputational risk responses with confidence and strategic oversight.

Stakeholder engagement and public affairs

- Crafting clear, accessible messaging on complex pension and retirement issues for a variety of audiences including regulated entities, policymakers, and the general public.
- Collaborating with government departments, regulators (e.g., EIOPA, Central Bank, Revenue, etc), to deliver the Authority's communications objectives.
- Preparing position papers, briefing documents, and submissions to consultations.

Content development and digital communications

- Overseeing content creation across website, social media, newsletters, and corporate publications, and ensuring information, guidance and messaging consistency across all platforms.
- Managing the organisation's digital presence, including monitoring and optimising performance across all platforms.
- Developing and implementing media and information campaigns to raise awareness of pension issues.

Leadership and management

- Providing advice and support to senior management on communications matters.
- Developing and leading a small communications team, and managing external agencies or consultants as required.
- Monitoring and reporting on media coverage, campaign effectiveness and audience engagement, providing insights to inform future strategy.

Essential requirements

- Minimum of five years' experience in a senior communications, media relations, or public affairs role – ideally within financial services, pensions, regulation or public policy.
- Proven experience in delivering successful communications strategies and managing media relationships.
- Demonstrated experience in high-profile stakeholder engagement and crisis management.
- Exceptional written and verbal communication skills.

- Ability to translate technical or regulatory language into accessible, engaging content.
- Strong influencing and media handling skills.
- Political and commercial acumen.
- Digital literacy including content management systems and social media platforms.
- Strong project management and organisational skills.

Desirable skills and qualifications

- Relevant third-level qualification in communications, journalism, public affairs, or related field.
- Strong understanding of the Irish pensions system, regulatory environment, and related socio-economic issues or capacity to quickly acquire and apply this expertise.
- Familiarity with or ability to quickly understand Irish and EU pension policy issues.
- Experience working with membership-based organisations or representative bodies.

Working at the Pensions Authority

The Authority is an equal opportunities employer. Our employees come from varied professional backgrounds in both the private and public sector and include actuaries, lawyers, accountants, regulatory specialists, data analysts, qualified financial advisors, pension administrators, investment managers, customer service support, and software and hardware engineers. For more information on how a career at the Authority can give you a unique opportunity to work in pensions regulation and to develop your potential, see [this section](#) on our website.

Application process

Interested candidates must submit the application form provided, demonstrating how they meet the requirements of this position to careers@pensionsauthority.ie by **12:00 (noon)** on **Wednesday 3 June 2026**. Late applications will not be accepted. 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.

Applications must be marked in the subject heading as 'AP – Operations - Communications – your name'. Failure to do so may result in your application being deemed ineligible.

Applicants must demonstrate in the application form that they possess the qualities, skills and knowledge required for the role as identified in the 'Essential requirements' section above and the capability framework for Assistant Principal grade (set out in [Appendix 1](#)). Further information on the capability framework is available [here](#).

In particular, applicants must establish within their application, that they possess the specific capabilities identified below.

These are:

- Communicating and influencing.
- Engaging and collaborating.
- Leading with specialist insight.
- Leading, motivating and developing.
- Building future readiness – digital focus, strategy change and reform.

Eligibility

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 be provided 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 fail to confirm their attendance for interview if requested, will have no claim for further consideration and their candidature will be deemed to be withdrawn.

Reasonable accommodations

The Pensions Authority is an equal opportunities employer committed to inclusion and diversity. We welcome candidates from diverse backgrounds and strive to create a workplace that reflects modern Ireland, where everyone has equal access to opportunity and feels respected and included.

In accordance with the Employment Equality Acts, reasonable accommodations will be made to support candidates during the recruitment process. Requests for accommodations can be made in confidence by contacting hr@pensionsauthority.ie.

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

We will endeavour to keep candidates informed of the progress of their application at the earliest possible date.

Candidates should note that canvassing will result in disqualification from the recruitment 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. Any candidate who supplies false or misleading information will be disqualified.

Candidates must produce satisfactory documentary evidence of all qualifications claimed by them on request. Failure to do so may result in disqualification from the competition and/or termination of contract. Therefore, we advise you to have this documentation available to you when making your application.

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 (first point) of the Assistant Principal (Standard) Scale, which is €82,290 for persons appointed on or after 6 April 1995. The salary scale for the position, as per Circular 07/2026 is as follows:

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

€82,290 €85,320 €88,393 €91,475 €94,553 €96,329 €99,433¹ €102,550²

Long service increments may be payable after three (LSI-1) and six (LSI-2) years' 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 anytime during this period, it appears that the appointee would not be suitable for final appointment the probation will be terminated.

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 9.00am to 5.00pm Monday to Friday, including lunch. 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. 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 Assistant Principal is 30 working days per year. 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 Assistant Principal Officer capabilities

Capability / sub-dimension	Key indicators
Communicating and influencing	<p>Communicates and presents in a clear, professional, engaging and efficient manner, across verbal, digital and written communications.</p> <p>Demonstrates understanding of own communication approach, adjusting style as appropriate for the audience.</p> <p>Appreciates diversity and makes an active effort to involve different people, to bring challenge and alternative viewpoints.</p> <p>Tactfully influences and persuades others and considers compromise when necessary.</p> <p>Develops an understanding of context, sensitivities and differing perspectives, when engaging in discussions or negotiations.</p> <p>Approaches difficult discussions, conflicts or negotiations with respect, thoughtfulness, composure and self-assurance.</p>
Engaging and collaborating	<p>Utilises interpersonal skills to build and maintain working relationships within and outside of own area, team and department and organisation.</p> <p>Engages and consults regularly with relevant stakeholders, managing expectations and providing insightful, open and transparent updates.</p> <p>Maximises opportunities to collaborate by asking the right questions, offering support, being proactive and showing understanding of others' objectives</p> <p>Proactively involves and consults with others, across all workplace arrangements such as remote, hybrid or blended or office-based.</p>
Leading with specialist insight	<p>Demonstrates a high degree of specialist expertise and knowledge in their area.</p> <p>Adds value to the organisation and department by utilising their specialist expertise to meet the business needs and shape broader policy or strategy.</p> <p>Leads and provides direction, through openly sharing insights, knowledge, evidence and rationale in a non-technical manner.</p>

	<p>Advocates and explains the value of their area or expertise and why it is necessary to prioritise.</p> <p>Becomes a thought leader or subject matter expert in their area of expertise, providing guidance, knowledge and leadership.</p> <p>Gains insight and expertise through engaging with internal, external and international experts and colleagues.</p> <p>Represents the organisation at formal and informal events, with professionalism and awareness.</p> <p>Committed to continuous professional development, actively engaging in relevant courses, conferences and activities to keep knowledge up to date.</p>
<p>Leading, motivating and developing</p>	<p>Creates and communicates a clear vision and goals.</p> <p>Shows authenticity, passion and commitment to their work and reminds the team of the wider purpose and impact.</p> <p>Leads with integrity, honesty, transparency and accountability.</p> <p>Ensures their team have exposure to development opportunities, strategically delegating tasks or projects and considering existing strengths and development needs.</p> <p>Supports and motivates high performance by providing recognition, guidance, coaching and regular feedback.</p> <p>Utilises and promotes both formal and informal performance management techniques.</p> <p>As a leader, champions equality, diversity and inclusion, taking meaningful action through the work of their organisation and department and in supporting a diverse workforce.</p> <p>Empowers their team by fostering autonomy, trust and honest communication.</p> <p>Demonstrates self-awareness and the ability to manage own emotions and behaviour, particularly in challenging situations.</p>
<p>Building future readiness – digital focus, strategy change and reform.</p>	<p>Drives the digital-first agenda by ensuring that digital tools and IT solutions are explored and utilised.</p> <p>Delivers and promotes innovative, creative and practical solutions, with a commitment to continuous improvement.</p>



	<p>Proactively seeks development opportunities and regularly reflects on learning experiences, with awareness of own strengths and weaknesses.</p> <p>Actively contributes to the development and evaluation of strategic plans, focusing on the short-, medium- and long-term goals.</p> <p>Supports the development of broader organisational and departmental policy, strategy, and objectives.</p> <p>Strong understanding of wider Civil Service policies and relevant developments in the Public and Private Sector.</p> <p>Demonstrates awareness of changing circumstances, environment and context, with the ability to respond and adapt as necessary.</p> <p>Leads and supports others through change, highlighting the benefits and addressing resistance, concerns or feedback.</p> <p>Supports the change and reform agenda by putting forward recommendations, implementing agreed change and focusing on improvement.</p>
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AP Assistant Principal Officer



Building Future Readiness

Digital Focus, Innovation & Upskilling for the Future

Strategy, Change & Reform



Leading & Empowering

Leading, Motivating & Developing

Leading with Specialist Insight

Capability:

Behaviours

Skills

Strengths

Knowledge

Values

Motivation

Interests

Evidence Informed Delivery



Delivering Excellence

Analysis, Judgement & Decision Making

Communicating and Collaborating



Communicating & Influencing

Engaging & Collaborating