



# Candidate Information Booklet

Regulatory Executive/  
Feidhmeannach Rialála  
(Executive Officer)

Deadline for application

Tuesday, 16<sup>th</sup> July 2024

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## Introduction

### About PSI – The Pharmacy Regulator

The Pharmaceutical Society of Ireland (PSI) is a public body established in law to protect the health, safety and wellbeing of patients and the public by regulating pharmacists and pharmacies in Ireland.

Our principal function is to ensure patient safety and public protection. We are committed to carrying out our work independently, ethically, and transparently. The Pharmacy Act 2007, as amended, established the statutory role and the responsibilities of PSI as the pharmacy regulator, which include:

- Registration of pharmacists, pharmaceutical assistants and pharmacies, in line with statutory requirements;
- Setting standards for pharmacy education and training at undergraduate and postgraduate level;
- Ensuring all registered pharmacists are undertaking appropriate continuing professional development (CPD);
- Promoting good professional practice by pharmacists, by raising standards and sharing information for the benefit of patients and the wider health system;
- Conducting fieldwork to assess how pharmacies comply with pharmacy and medicines law and, where necessary, acting to address poor performance and/or unsafe practices;
- Considering formal complaints made against a pharmacist or a pharmacy;
- Providing advice, support and guidance to the public, pharmacy profession and Government on pharmacy care, treatment and services in Ireland.

These functions form the basis of the work we do to promote and assure public confidence and trust in pharmacy practice and pharmacy-delivered care and services in Ireland.

The PSI is strongly committed to quality assurance and continuous improvement. We are seeking to achieve and sustain results that meet the needs of the organisation, its stakeholders and society. During 2019, PSI was recognised for Excellence - 4 Stars - under the European Foundation for Quality Management (EFQM) model. Further information on quality development in the PSI, and our EFQM journey is available [on our website](#).

### Governance

The PSI is a public body, which is independent in the exercise of its statutory functions. For public accountability purposes, the PSI operates under the aegis of the Department of Health.

The PSI is governed by a 21-member Council and each member is appointed by the Minister for Health in accordance with the provisions of the Pharmacy Act 2007. The Registrar/Chief Officer is responsible for the day-to-day operation of the PSI.

## Our Vision, Mission and Values

### Our Vision

That the public has access to trusted pharmacy services and that the PSI makes a clear and demonstrable contribution to the availability and quality of those services.

### Our Mission

We protect and promote the health, safety and wellbeing of patients and the public by taking timely and effective action to ensure that pharmacists in Ireland are competent and that pharmacies are operating to high standards of safety and reliability.

### Our Values

Our values underpin how we deliver on our mission. They guide our behaviour, the expectations we set ourselves, and the experience of others who engage with us. They provide evidence as to our commitment to equality and human rights in how we fulfil our role.

Our values ensure that we achieve the objectives of the organisation in ways that are properly accountable and which meet the high standards expected of public bodies and of the public servants who work within them.

The infographic is a dark blue rounded rectangle containing six value statements, each with a circular icon and a title. The values are: 'Serve the public' (heart and hands icon), 'Lead by example' (flag icon), 'Everyone Counts' (two people icon), 'Embrace Change' (person with circular arrow icon), 'Work Together' (speech bubbles icon), and 'Lead by example' (flag icon). Each value statement includes a brief description of the value.

- Serve the public**  
The safety of the public is at the heart of everything we do, and we act to ensure that safety.
- Lead by example**  
We behave with integrity and objectivity. Our actions are evidence-based and timely.
- Everyone Counts**  
We value, appreciate and respect everyone we engage with.
- Embrace Change**  
We are innovative and we adapt to achieve results and continuously improve.
- Work Together**  
We work in partnership with our colleagues and all our stakeholders.

We are committed to carrying out our work independently, ethically, and transparently. Our main goal is to assure public trust in pharmacy through effective regulation. We plan to advance the achievement of this goal through actions under three strategic objectives set out in the [PSI Corporate Strategy 2021-2024 available on our website](#).

In addition, we have committed to conducting a review of the organisation structure in 2024 to ensure it enables the organisation to be agile, efficient, effective and highly capable of delivering on its strategic objectives as we move into the development of our next corporate strategy. This organisational development project includes significant investment in people development and is aimed at further building an innovative organisation.

More information about our role and the work that we do is available on our website, [www.psi.ie](http://www.psi.ie).

## Role Specification

<b>Job Title:</b>	Regulatory Executive/ Feidhmeannach Rialála
<b>Grade:</b>	Executive Officer
<b>Contract Type:</b>	Full-time
<b>Contract Duration:</b>	Permanent
<b>Location:</b>	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2. A blended working policy is in place. The successful candidate can avail of working remotely, up to a maximum of 3 days per week, depending on business needs. There may be a requirement to attend the office for more than the allocated number of days for training and during the probation period.

### Job Purpose

The Regulatory Executive will be responsible for supporting the delivery of PSI's regulatory processes. The role will operate across different teams and will experience, and contribute to, a variety of healthcare regulation activities.

### Key Duties and Responsibilities

Key duties of the role will include but are not limited to:

#### Regulatory function

- Assist and support the team in achieving the objectives of the team and PSI.
- Manage any caseload of work that is assigned to you
- Administer, support and monitor team or project activities.
- Contribute to the operation and development of policies and guidelines.
- Keep up-to-date with all relevant policies, processes and procedures.
- Prepare and compile documentation and reports for both internal and external stakeholders.
- Progress project related tasks, as required.
- Help maintain and develop strong relationships with external stakeholders.
- Attend team and organisation-wide meetings, governmental briefings and events or any other meetings, as required.
- Respond to queries and concerns from various stakeholders and liaise with other teams to ensure queries are dealt with appropriately.
- Be the first point of contact to receive and record complaints and concerns under the PSI's fitness to practise system.
- Support the management of the complaint's caseload.
- Assist in the development of the customer relations function of the organisation.
- Be the first point of contact for incoming calls.
- Research current best practice and propose evidence-based solutions to improve internal systems and processes.

## General

- Provide cross-functional support, expertise and knowledge across different teams.
- Actively seek to support colleagues depending on business needs.
- Supervise and organise workload of any assigned staff, where required.
- Provide guidance and training to colleagues in your area of expertise.
- Support the documenting and updating of standard business processes and procedures and monitor their ongoing currency
- Share knowledge and learning with your team and wider organisation.
- Provide support to organisational projects, working groups, committees, etc.
- Work in a matrix reporting structure, when required.
- Promote and contribute to a culture of continuous improvement, transformation and innovation within PSI, including supporting our work as an organisation to retain and enhance our recognition under the EFQM Excellence Model.
- Identify risk and assist the organisation in our purpose of mitigating regulatory risk in the interests of assuring the public that pharmacy care and services are safe.
- Participate in cross-functional initiatives and developments that contribute to the delivery of the strategic objectives of PSI.
- Proactively engage in performance development reviews and actively engaging in opportunities for learning and development.
- Other duties assigned by PSI Management and/or the Registrar/Chief Officer.

**Important note:** PSI is undergoing a process of digital transformation and organisation renewal. Therefore, job content (including titles), lines of reporting and organisational positioning of individual roles will be subject to change and evolution.

## Key Requirements

Candidates must have, on the closing date for receipt of applications:

- Minimum 3 years of professional work experience.
- Practical knowledge of Microsoft Office.
- Excellent communications skills and attention to detail.

In addition, the following are considered desirable:

- A Level 8 qualification on the National Framework of Qualifications or equivalent experience.
- Proficiency in the Irish language.
- Experience in at least one of the following areas:
  - Complaints management
  - Customer support
  - Health and social care
  - Regulation
- Interest in the mission of the public service in general and the PSI in particular.

## Key Competencies

Competencies	Description
<b>People Management</b>	<ul style="list-style-type: none"> <li>• Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues.</li> <li>• Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise.</li> <li>• Values and supports the development of others and the team.</li> <li>• Encourages and supports new and more effective ways of working.</li> <li>• Deals with tensions within the team in a constructive fashion.</li> <li>• Encourages, listens to and acts on feedback from the team to make improvements.</li> <li>• Actively shares information, knowledge, and expertise to help the team to meet its objectives.</li> </ul>
<b>Analysis &amp; Decision Making</b>	<ul style="list-style-type: none"> <li>• Effectively deals with a wide range of information sources, investigating all relevant issues.</li> <li>• Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc.</li> <li>• Identifies and understands key issues and trends.</li> <li>• Correctly extracts &amp; interprets numerical information, conducting accurate numerical calculations.</li> <li>• Draws accurate conclusions &amp; makes balanced and fair recommendations backed up with evidence.</li> </ul>
<b>Delivery of Results</b>	<ul style="list-style-type: none"> <li>• Takes ownership of tasks and is determined to see them through to a satisfactory conclusion.</li> <li>• Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritization.</li> <li>• Constructively challenges existing approaches to improve efficient customer service delivery.</li> <li>• Accurately estimates time parameters for project, making contingencies to overcome obstacles.</li> <li>• Minimises errors, reviewing learning and ensuring remedies are in place.</li> <li>• Maximises the input of own team in ensuring effective delivery of results.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensures proper service delivery procedures/protocols/reviews are in place and implemented.</li> </ul>
<b>Interpersonal &amp; Communication Skills</b>	<ul style="list-style-type: none"> <li>• Modifies communication approach to suit the needs of a situation/ audience.</li> <li>• Actively listens to the views of others.</li> <li>• Liaises with other groups to gain co-operation.</li> <li>• Negotiates, where necessary, in order to reach a satisfactory outcome.</li> <li>• Maintains a focus on dealing with customers in an effective, efficient and respectful manner.</li> <li>• Is assertive and professional when dealing with challenging issues.</li> <li>• Expresses self in a clear and articulate manner when speaking and in writing.</li> </ul>
<b>Specialist Knowledge, Expertise and Self Development</b>	<ul style="list-style-type: none"> <li>• Displays high levels of skills/ expertise in own area and provides guidance to colleagues.</li> <li>• Has a clear understanding of the role, objectives and targets and how they support the service delivered by the team and Business Area/ Organisation and can communicate this to the team.</li> <li>• Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team.</li> </ul>
<b>Drive &amp; Commitment to Public Service Values</b>	<ul style="list-style-type: none"> <li>• Public safety is at the heart of everything, acts to ensure that safety.</li> <li>• Values, appreciates, and respects everyone engaged with.</li> <li>• Works in partnership with colleagues and all stakeholders.</li> <li>• Behaves with integrity and objectivity, actions are evidence-based and timely.</li> </ul>

## Conditions of Employment

### Probation

A probationary period of 11 months applies to this position.

### Pay

The salary scale for this post is €36,044 - € 55,232 (Executive Officer, Civil Service) per annum, with two Long Service Increments of €57,026 and € 58,834. Entry will be at the first point of the scale for new entrants 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. Subject to satisfactory performance increments may be payable in line with current Government Policy.

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

### Superannuation

The successful candidate will, upon appointment, become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.

### Hours of Attendance/Working Week

The normal working week is not less than 35 hours, exclusive of lunch breaks. 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.

### Annual Leave

Annual leave is 23 days per annum, rising to 27, in line with the number of years' experience at Executive Officer grade. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays and Good Friday.

### Outside Employment

This role is full-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 duties, impairs performance or compromises his/her integrity.

The appointee must avoid involvement in outside employment/business interests in conflict or potential conflict with the business of the PSI. Clarification must be sought from management where doubt arises.

## How to Apply

To apply for this post, candidates should submit a comprehensive covering letter outlining why they believe their skills, experience and values meet the requirements, an up-to-date CV and the completed application form.

This documentation should be emailed to the HR Office at [recruitment@psi.ie](mailto:recruitment@psi.ie) on or before the closing date of **17:00** on Tuesday, 16<sup>th</sup> July 2024.

Late applications will not be accepted.

The PSI is an equal opportunity employer.

## Selection Process

The selection process may include:

- A competitive shortlisting of candidates based on the information submitted in their application. Both essential and desirable requirements will be used to assess the relevance of applications received.
- Up to two rounds of competitive interviews before an interview board, which may include an assessment and/or a presentation.
- An offer of employment will be dependent upon the candidate furnishing suitable professional references, proof of credentials and upon their successful completion of a pre-employment medical.

A panel of candidates may be established from this competition to fill other permanent and temporary Regulatory Executive roles that may arise over the next 12 months.

Our recruitment process complies with the *Code of Practice for Appointment to Positions in the Civil Service and Public Service*. The Code provides review and complaint procedures for candidates who are not satisfied with the selection and appointment process. You can find a copy of the Code [here](#).

## Interview

Interviews will be held in July/ August 2024.

The PSI is not in a position to reimburse expenses incurred by applicants for interview.

Candidates who do not attend for interview or other assessment when required, or who do not, when requested, furnish such evidence as the PSI requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

## Candidate Obligations

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Interfere with or compromise the process in any way

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

## GDPR Privacy Notice – Recruitment Process

### Purpose

The PSI conducts a competency-based recruitment process. Candidates are asked to submit a CV and a comprehensive covering letter or an application form. The recruitment process will include a pre-employment medical assessment and references check and may also involve psychometric testing.

As part of the recruitment process, the PSI will process personal data relating to potential candidates. Personal data means any information relating to an identified or identifiable living individual. The categories of personal data defined by the General Data Protection Regulation (“GDPR”) include identification data e.g. name, address and emails. It also includes special categories of personal data for more sensitive information such as data concerning health. In meeting its data protection obligations, the PSI is committed to being accountable and transparent about how it collects and uses personal data provided in your application and as part of the recruitment process.

In the case of a successful candidate, some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address).

### Legal Basis for Processing Personal Data

The PSI processes the personal data contained in your CV, covering letter and application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is required from the applicant in order to process any personal data in your application for the specific purpose of progressing your application during the recruitment process.

In the case of a successful candidate(s), some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address). The personal data of potential employees, and employees, is processed on the basis that it is necessary for the PSI’s compliance with legal obligations (Article 6(1)(c) GDPR), which includes employment legislation. PSI personnel are provided with an internal privacy statement in relation to the use of employee information.

### How Your Information May Be Shared

The following parties may receive your information for reasons outlined below:

Recipient	Purpose
HR (PSI internal)	Storing application, acknowledging responses and corresponding with candidates.
HR (external service provider)	In the recruitment of certain posts, the PSI may outsource some or all parts of the recruitment process to an external service partner. An external service partner will receive candidate submissions, in full or part, to assist with administration or assessment for the post, or to manage the entire recruitment process.

Designated Hiring Manager	The designated hiring manager(s) and/or a Head of Business Area will receive applications to conduct shortlisting of candidates.
Interview Panel	Member(s) of Interview Panel(s), including the designated Hiring Manager and/or Head of Business Area and /or independent member(s) external to the PSI will receive applications to conduct the assessment of candidates.
HR (external service provider – psychometric or other testing)	In the recruitment process for certain post, the PSI may require psychometric or other testing to be carried out by an external service provider. The external service provider will receive candidate information, in full or part, to be used as directed by the PSI to conduct the assessment and provide information to the PSI. They will hold information relating to a candidate only for a period necessary to fulfil the service required.
Referees	Candidates are asked to provide references who can be contacted to validate work history and/or comment on suitability of the candidate for the position. Where a candidate gives consent for the PSI to contact a named referee(s), referee(s) will be provided with the candidate’s name for the purpose of providing the reference.
Occupational Health	If considered for appointment to the role, a candidate will be asked to undergo a pre-employment medical assessment. The PSI will notify the occupational health provider of the name of the candidate and contact telephone number.

### Data Transfers Outside The EU/EEA

There is no transfer of information outside of the EU/EEA in the course of this process.

### Automated Decision Making

This does not apply to this process.

### How Long We Store Your Data

The PSI has a document management policy and retention schedule in relation to the information it holds. This may be updated from time to time.

For unsuccessful candidates, applications and all relevant correspondence will be retained and held securely by the PSI’s HR Office for a period of 12 months. At the end of that period, or once you withdraw your consent, your data is securely deleted or destroyed.

For successful candidates, their application (to include interview records, assessments such as psychometric tests and evaluations of interviews conducted) will be placed on their employee file and retained during the course of their employment and for an appropriate period thereafter.

## Your Data Protection Rights

You have rights in relation to the data held and processed about you by the PSI. The PSI has a Data Protection Officer, who can be contacted if you wish to exercise your data protection rights.

**Email:** [dataprotection@psi.ie](mailto:dataprotection@psi.ie)

**Address:** Data Protection Officer, Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72.

There is a subject access report available on the [PSI website](#).

Right	Explanation
Access	You can request and receive access to the information held about you for the purpose of this process at any time.
Portability	You can request and receive a copy of this information, in electronic/transferrable format, at any time.
Erasure	You can request the data held be erased. The anticipated retention period is outlined above.
Rectification	You can request to have any incorrect information about you updated or corrected.
Objection	You can withdraw your consent or object to this information being processed.
Complaint	You can make a complaint to the PSI's Data Protection Officer (above) and/or make a complaint to the relevant supervisory authority in Ireland, the Data Protection Commission.