



INFORMATION BOOKLET

Transport Infrastructure Ireland intends to hold a competition for the appointment to the position of

Senior Operations Manager

Closing date: 12 noon Thursday 3rd September 2026

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended to the back of the booklet

Transport Infrastructure Ireland is committed to a policy of equal opportunity.

Contact: TII Human Resources Department
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Telephone Number: (353) 1 646 3600
Email: jobs@tii.ie
URL: www.tii.ie

Senior Operations Manager
Transport Infrastructure Ireland (TII)

Title of Position:	Senior Operations Manager
Grade:	Senior Advisor Level 1
Location:	Parkgate Business Centre, Parkgate Street, Dublin 8, or any such place as determined by TII/government policy. Some travel may be required. Blended working arrangements in place.
Division/Dept:	Commercial Operations / Light Rail Network Management
Reporting to:	Chief Engineer – Light Rail Network Management

BACKGROUND INFORMATION

Transport Infrastructure Ireland (TII) was set up to deliver and operate safe and efficient light rail and national road networks. TII's mission is to deliver transport infrastructure and services that contribute to the quality of life of the people of Ireland and support the country's economic growth.

TII's ability to deliver and operate light rail and roads networks efficiently is recognised, as evidenced by the portfolio of National Development Plan (NDP) 2021–2030 investments entrusted to TII and its partners to deliver.

Under the NDP there are three areas under the remit of TII which identify key priorities:

- 1) Investment in public transport infrastructure** to be delivered on behalf of the National Transport Authority (NTA) in line with the Transport Strategy for the Greater Dublin Area 2022-2042. This Strategy commits to the undertaking of appraisal, planning and design of Luas network expansion to Bray, Finglas, Lucan and Poolbeg. Importantly, the Plan also sets out a firm commitment to deliver a metro rail system known as MetroLink that will run from Swords to Charlemont, connecting Dublin Airport with the city centre and providing interchanges with other public transport services including Iarnród Éireann at Glasnevin, the DART at Tara Street and Luas at O'Connell Street and Charlemont. TII also delivers light railway infrastructure being planned in other cities. Currently TII is working in partnership with the NTA on the planning and design of Cork Light Rail Transit.
- 2) Investment in national roads, active travel and Greenway infrastructure** will be delivered in accordance with the guiding principles of the Department of Transport, National Investment Framework for Transport in Ireland and the Strategy for Future Development of National and Regional Greenways. The major roads, active travel and Greenways

projects to be delivered and funding provisions are set out in the NDP 2021 to 2030. TII also has a new function for the delivery of zero and low emission vehicle infrastructure (ZEVI) under the Road Traffic and Roads Act 2023.

- 3) Investment in maintenance and renewal expenditure** will need to increase over the lifetime of the NDP to meet the required investment levels for the current transport network and for new projects as they come into service.

TII's ambitious plans for infrastructural delivery will drive Ireland's long term economic, environmental, and social progress across all parts of the country over the next decade. The NDP, which is aligned with the delivery of the objectives of the National Planning Framework (NPF), sets out a roadmap and the level of investment which will underpin the NPF and drive its implementation over the next ten years.

To find out more about TII visit www.tii.ie.

ROLE, DUTIES AND RESPONSIBILITIES

The Senior Operations Manager is responsible for the operation of the Luas Light Rail Services in Dublin. The role involves working closely with the National Transport Authority (as joint client) in managing and providing direction to the Luas Operations and Maintenance contractor, Keolis/Amey. The role requires leadership, strategic oversight, operations and stakeholder management skills to ensure the continued efficient and safe operation of the Luas Light rail system.

Key Responsibilities

- i. Manage the performance of the Operations & Maintenance (O&M) Contractor, Keolis/Amey, ensuring the contractor meets all of its operations obligations and KPIs for the full contract duration.
- ii. Ensure Luas continues to provide high-quality customer service across all its lines/services.
- iii. Ensure compliance with rail safety legislation and TII's safety management system/s, and other relevant corporate policies, guidelines, standards and codes of practice.
- iv. Contribute to and support longer term / strategic planning activities for the Light Rail Network Management in Dublin and engaging with various stakeholders in this regard, including the Department of Transport, National Transport Authority and Local Authorities.

The Senior Operations Manager will be required to work closely with other managers within the Light Rail Network Management team in the performance of his/her role, as well as with representatives from the Commission for Rail Regulation (CRR) on safety related matters.

As this is a senior role in the Light Rail Network section, the role holder will be required to contribute to the development of broader light rail strategies and plans, positively promote the values and culture of TII, contribute to the delivery of TII's sustainability and climate action programmes and plans and represent TII at various national and international forums.

Role and responsibilities include:

- Manage the current Luas Operations & Maintenance Contract to ensure that the Operator (Keolis/Amey) fulfils its obligations under the Contract and provides efficient and safe service to Luas customers.
- Lead TII interaction with all stakeholders in the delivery of Luas Services including, Dublin City Council, An Garda Síochána, Dublin Bus, local public representatives, emergency services and other bodies as directed by the Chief Engineer.
- Manage direct reports / staff and ensure their development and performance through performance management and on-going professional development.
- Manage and develop relationships with existing contractors supporting the delivery of Luas services including contractors for advertising, fare evasion, car parking and others.
- Undertake Luas service enhancements in response to customer feedback and growth in demand in accordance with approved plans.
- Prepare the annual budget and five-year plans for the Luas business (in association with the Financial Management section).
- Report to senior management in TII and to the NTA on the performance of the Luas business (in association with the Financial Management section).
- Identify, support, develop and help implement projects which increase Luas capacity and performance including Civil Infrastructure, Track, and Energy and Systems network enhancement project.
- Manage all ticket revenues from Luas, including revenues from All Operator tickets sold by the NTA and revenues from the Leap scheme (in association with the Financial Management section). Manage the subvention requirement from the NTA as required.
- Engage with / report to TII's Director of Commercial Operations, TII board and to the NTA on the performance of the Luas business (in association with the Financial Management section).
- Work closely with TII Public Transport Capital Projects (PTCP) in integrating new Light Rail projects (e.g. Finglas, Lucan, Poolbeg) into the existing Light Rail Network, and in planning new Luas lines envisioned in TII's Luas 2050 plan and the GDA strategy.
- Increase the prominence of TII's role in the management of Luas services in the industry and with stakeholders generally, through attendance at courses, seminars, media engagements and industry conventions.
- Develop an in depth understanding of customer behaviour patterns across the network through the use of census data and other data sources.

- Develop requirements for systems to monitor passenger volume at all platforms and onboard Light Rail Vehicles and consider systems which will automatically provide such information for future deployment.
- Represent TII's Light Rail Business in various industry associations including UK Tram and UITP, and participating in relevant conferences and industry events.
- Act as the lead TII representative interfacing with the Approving Authority (NTA) in all matters concerning the safe, efficient and sustainable delivery of the Luas Service
- Agree annual O&M budgets with the Approving Authority and report regularly against targets.
- Support the Senior Asset Manager in development and implementation of a comprehensive asset management strategy for the Light Rail Network, aligning with ISO 55001 standards and TII's asset management framework.
- To support the development of safety management systems for the whole Light Rail Network team with TII's safety section and collaborate with CRR on safety related matters.
- To lead initiatives to continuously improve operations management and management practices within the light rail network management section, staying abreast of industry developments for the light rail sector.
- Ensuring the implementation of the TII Railway Organisation Safety Management System throughout their section. Ensuring that they and the staff within their function manage light rail system safety in accordance with the policies and procedures set out in the TII Railway Organisation Safety Management System. The Senior Operations Manager may be delegated safety responsibilities by the Chief Engineer Luas Network in accordance with the Safety Management System and may be required to deputise for the Chief Engineer Luas Network in the performance of safety related tasks.
- To undertake such tasks, activities or other duties as may be required or assigned as appropriate to the grade.

All the divisions within TII have inter-dependent responsibilities and close cooperation and teamwork is required across the organisation.

Note: *The functions and responsibilities assigned to this position are based on the current stated role and may be changed from time to time. The person appointed will be required to demonstrate the flexibility necessary to fulfil other roles and responsibilities at a similar grade within TII and may be assigned to other such roles as business needs arise.*

ESSENTIAL REQUIREMENTS

Character

Each candidate must be of good character.

Health

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

Education & Experience

The successful candidate will be required to demonstrate the key competencies for a Senior Advisor Level 1 position as identified in TII's Competency Directory, as well as the following job-specific requirements:

- Degree or 3rd level professional qualification (FETAC Level 8 or equivalent) in Engineering, Business or other relevant discipline.
- At least nine years' experience in a responsible position, of which a minimum of five years should be experience in Light Rail operations or other public / private transport related sectors.
- Proven ability in the management of high-value contracts that are technically and operationally complex, and in conducting commercial negotiations in relation to such contracts.
- Strong experience of cultivating and maintaining effective relationships with key stakeholders and contractors.
- Extensive experience of working with colleagues in other disciplines and departments in identifying and implementing solutions to problems.
- Knowledge and experience of methodologies for management of operations, including the application of risk management and project governance.
- Experience in procurement, including writing specifications, preparing data room information, responding to queries from tenderers, and evaluating pre-qualification submissions and tenders.
- Strong communication skills, with the ability to present complex information clearly and concisely to a variety of audiences.
- Good negotiation skills and good stakeholder management and relationship skills.
- A strong commitment to public safety, to the safety of our own staff, and to the safety of those working on our behalf.
- Highly numerate, with strong business acumen.

Note:

In order to assure the shortlisting panel that you satisfy these requirements you must explicitly reference how you meet the requirements in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.

Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications and evidence of fluency in the English language.

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

Key Competencies for effective performance at Senior Advisor Level 1 have been outlined in **Appendix 1**.

PRINCIPAL CONDITIONS OF SERVICE

The scale of pay for Senior Advisor Level 1 as of 1 June 2026 is as follows:

Personal Pension Contribution (PPC) Pay Scale:

€106,603 – €133,775 - personal pension contribution (PPC) rate. This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

Non PPC Scale:

€101,272 – €127,086- non personal pension contribution (non-PPC) rate. This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

Note:

- Entry salary will be at the minimum point of the scale and will not be subject to negotiation
- Different pay and conditions may apply if, immediately prior to appointment, the appointee is already a serving Civil Servant or Public Servant
- The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

Full time, permanent position subject to satisfactory completion of the probation period.

Annual Leave

The appointee will be entitled to 30 days annual leave. This leave is exclusive of public holidays.

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 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 the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, (the 2012 Act). **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 employing Department/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 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).

Ill-Health Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

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.

Eligibility and Certain Restrictions on Eligibility to Compete

Candidates should note that eligibility to compete is conditional upon candidates, where applicable, having the necessary requisite work permits/visas/permissions to enable them to work legally in this country.

Appointments from panels

It is envisaged that a panel of qualified individuals will be established from which vacancies for this position may be filled within 12 months from date of appointment to panel. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Please note that once an offer of appointment has been accepted a candidate will be removed from the panel and no further offers of appointment will be made.

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 debarred from applying 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 1 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).

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure 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).

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.

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 PROCESS

How to Apply

Please submit the 3 documents as set out below to jobs@tii.ie.

- a) A short cover letter/ personal statement (i.e. no more than 2 pages) outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the position.
- b) A comprehensive CV, detailed as relevant to the position (no longer than 3 pages);
- c) A fully completed Key Achievements Form (attached).

We request that **all three documents are submitted in a single word document or PDF** where possible.

Please note that omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

Requests for Reasonable Accommodations

TII, in line with the Employment Equality Acts 1998-2015, will ensure that it does all that is reasonable to accommodate the needs of a person who has a disability and will ensure that its services are accessible across the range of disabilities.

If you require reasonable accommodations made, please indicate this during the application process by emailing jobs@tii.ie. If selected for interview, any requests for reasonable accommodation need to be accompanied by a medical/psychologist's report, the purpose of which is to provide TII with information necessary to make the decision on reasonable accommodation as promptly as possible. TII will consider each request on a case-by-case basis.

All information provided will be treated as strictly confidential.

Requests for Documentation/Information in an Alternative Format

All documents/information related to the application process is available in an alternative format. You can make a request for documents/information in an alternative format by emailing jobs@tii.ie.

Please provide the following details when making a request:

- Name, address, contact details

- Details of document/information being requested
- The information format sought

All requests will be acknowledged within 3 working days of receipt and will be dealt with within 10 working days. Where a delay in providing the requested information occurs, TII will confirm the new date the person can expect to receive the information. If TII is unable to provide the requested information, the reason will be explained fully in writing to the person making the request.

Closing Date

The closing date and time for applications is strictly 12 noon on Thursday 3rd September 2026. Applications received after the specified deadline cannot be accepted.

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email jobs@tii.ie.

Selection Methods

TII will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in their application
- A competitive, competency focused, interview
- A second round interview
- Presentation/work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate; and
- Reference and online checks.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill the position. While you 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, TII may decide that a smaller number only will be called to interview. In this respect, TII provides for the employment of a short-listing process to select a group for interview who, based on an examination of the documents provided by you, 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 are, *prima facie*, better qualified and/or have more relevant experience.

During any short-listing exercise that may be employed, TII is guided by an interview board who examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on your application.

Prior to recommending any candidate for appointment to this position TII 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.

Interviews

The onus is on each applicant to ensure that she/he is in receipt of all communications from TII. Candidates should make themselves available on the date(s) specified by TII and should make sure that their contact details specified on their application are correct. TII will not be responsible for refunding any expenses incurred by candidates for attendance at interview.

Candidates' Rights – Review Procedures in relation to the Selection Process

TII will consider requests for review in accordance with its Recruitment & Selection Policy.

References

TII would appreciate it if you would start considering names of people who you feel would be suitable referees (1 - 2 names and contact details). The referees listed do not have to include your current employer but should be in a position to provide a work reference for you. Please be assured that TII will only collect the details and contact your referees should you come under consideration at interview stage.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that TII is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Should the person recommended for appointment decline, or having accepted it, relinquish it, TII may at its discretion, select and recommend another person for appointment from the panel on the results of this selection process.

Deeming of candidature to be withdrawn

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

Appendix A

Key Competencies for Senior Advisor Level 1

Leadership & Strategic Direction
• Leads the team, setting high standards, tackling any performance problems & facilitating high performance • Facilitates an open exchange of ideas and fosters an atmosphere of open communication • Contributes to the shaping of Departmental / Government strategy and policy • Develops capability and capacity across the team through effective delegation • Develops a culture of learning & development, offering coaching and constructive / supportive feedback • Leads on preparing for and implementing significant change and reform • Anticipates and responds quickly to developments in the sector/ broader environment • Actively collaborates with other Departments, Organisations and Agencies
Judgement and Decision Making
• Identifies and focuses on core issues when dealing with complex information/ situations • Assembles facts, manipulates verbal and numerical information and thinks through issues logically • Sees the relationships between issues and quickly grasps the high level and socio-political implications • Identifies coherent solutions to complex issues • Takes action, making decisions in a timely manner and having the courage to see them through • Makes sound and well informed decisions, understanding their impact and implications • Strives to effectively balance the sectoral issues, political elements and the citizen impact in all decisions
Management and Delivery of Results
• Initiates and takes personal responsibility for delivering results/ services in own area • Balances strategy and operational detail to meet business needs • Manages multiple agendas and tasks and reallocates resources to manage changes in focus • Makes optimum use of resources and implements performance measures to deliver on objectives • Ensures the optimal use of ICT and new delivery models • Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements • Instils the importance of efficiencies, value for money and meeting corporate governance requirements • Ensures team are focused and act on Business plan priorities, even when faced with pressure

Building Relationships and Communication
• Speaks and writes in a clear, articulate and impactful manner • Actively listens, seeking to understand the perspective and position of others • Manages and resolves conflicts / disagreements in a positive & constructive manner • Works effectively within the political process, recognising & managing tensions arising from different stakeholders' perspectives. • Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals • Proactively engages with colleagues at all levels of the organisation and across other Departments// • Organisations and builds strong professional networks • Makes opinions known when s/he feels it is right to do so
Specialist Knowledge, Expertise and Self Development
• Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department/ Organisation • Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role • Maintains a strong focus on self-development, seeking feedback and opportunities for growth
Drive and Commitment to Public Service values
• Consistently strives to perform at a high level • Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues • Contributes positively to the corporate agenda • Is personally trustworthy, honest and respectful, delivering on promises and commitments • Ensures the citizen is at the heart of all services provided • Is resilient, maintaining composure even in adverse or challenging situations • Promotes a culture that fosters the highest standards of ethics and integrity

Key Achievements Form

Having read the competencies and thought about the demands of the role, for each of the five competencies below, please briefly (max 250 words for each) demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date and which clearly demonstrates your suitability for this position.

Ideally, your answer should include 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?

These examples may be assessed as part of the shortlisting process.

Please complete all sections of the form below.

Name: _____

How did you hear about this opportunity? _____

Leadership & Strategic Direction:

Answer:

Judgment and Decision Making:

Answer:

Management and Delivery of Results:

Answer:

Building Relationships and Communication:

Answer:

Specialist Knowledge, Expertise and Self Development:

Answer:

DPR Privacy Statement- Recruitment Process

Purpose of Processing

TII conducts a competency based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV, Cover Letter and Key Achievements form for assessment by the interview panel. For the successful candidate, some of the information provided will form the basis of the contract of employment (e.g. address).

Legal Basis for Processing

- Necessary for performance of a contract or to enter into such a contract
- Compliance with legal obligation (Terms of Employment Information Act)

Recipients

The following shall receive your information for reasons outlined below:

Recipient	Reason
HR (internal)	Storing application, acknowledging responses and corresponding with applicants
HR (external Service provider)	If outsourced support is sought, TII's outsourced HR provider may receive applications to assist with elements of administration, or to manage the entire recruitment process
Interview Panel	The Interview Panel will receive your applications to conduct shortlisting and assessing applicants
Referees	Applicants are asked to provide references for people who can be contacted to validate work records and/or comment on suitability of the applicant for the TII position in question. These people shall be contacted and the applicants name will need to be provided to receive the reference.
Company Doctor	TII will use your personal details to refer you to the company doctor if considered for appointment

Details of Data Transfers Outside the EU

This does not apply to this process.

Automated Decision Making

This does not apply to this process.

Retention Period for Data

For unsuccessful candidates, applications and correspondence shall be retained for 2 years. For successful candidates, their application will be placed on their employee file and retained during their employment and for 7 years thereafter.

Your GDPR Rights in Relation to this Process

Right	Explanation
Access	You can request and receive access to the information requested in the process at any time.
Portability	You can request and receive a copy of this data, in electronic/transferrable format, at any time
Erasure	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can request that any incorrect information, due to this information being updated or otherwise, be corrected.
Objection	You can object to this information being processed

If you have any questions or complaints about TII's use of your personal data, please contact TII's Data Protection Officer:

- By post: Data Protection Officer, Transport Infrastructure Ireland, Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10
- By phone: +353 1 646 3600
- By email: dataprotection@tii.ie

You also have the right to lodge a complaint with the Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found on the Data Protection Commission's website.