



INFORMATION BOOKLET

Transport Infrastructure Ireland is holding a competition for the appointment
to the position of

Customer Relations Officer

Closing date: 12 Noon Thursday 28th May 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
TII, Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10
Telephone Number: (353) 1 646 3600
Email: jobs@tii.ie
URL: www.tii.ie

Customer Relations Officer
Transport Infrastructure Ireland (TII)

Title of Position:	Customer Relations Officer
Grade:	Higher Executive Officer
Location:	The successful candidate will be based in TII Offices on Parkgate Street, Dublin 8, (or such other base as may be determined by TII/government policy in the future). Blended working arrangements in place.
Division/Dept:	Commercial Operations Division / Tolling Section
Reporting to:	Tolling Interoperability and Operations Manager

General

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 Eireann 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.

BACKGROUND INFORMATION

Among TII's core responsibilities is the National Road Network which is made up of primary and secondary roads (including motorways, dual carriageways and single lane roads), accounting for 5,306km of roadway. This network carries almost 50% of all road traffic and over 90% of all freight traffic nationally and as such is critical to the effective functioning of our economy and society.

There are ten toll roads on the National Road Network. Eight are operated under a toll concession "Public Private Partnership" (PPP) model and two are operated directly on behalf of Transport Infrastructure Ireland (TII); the M50 and Dublin Tunnel.

The Tolling business serves hundreds of thousands of customers on a daily basis. Its outsourced operations include diverse digital supported services of roadside vehicle passage capture, back-office IT systems, hosted data bases, customer contact services, public information, financial management, enforcement activities, business intelligence, performance analytics, data protection and security.

The Tolling section manages the:

- BAU 'business as usual' tolling operations including the M50 eFlow outsourced toll operation.
- BAU 'business as usual' tolling operations including the outsourced interoperability management services.
- Change projects relating to the procurement, mobilisation and transition of new services and future re-procurement of existing BAU tolling services.

- Strategy and innovation work streams relating to future tolling to protect demand management and sustainable funding of the Motorway and NRN network.

ROLE, DUTIES AND RESPONSIBILITIES

This role will support the TII's Commercial Operations (CO) in the planning and management of Customer relations activities and operations primarily in the tolling sector and to ensure effective public communication of tolling operations related contracts, including PPPs, Dublin Tunnel and M50 Tolling Operations. Tolling revenue contributes important funding to TII's operation, maintenance and renewal of the National Road Network to ensure it operates in a safe and efficient manner. It is critical that Public Trust is sustained through customer information and experience in relation to Tolling in interactions with TII.

The main objectives of the role are:

- To create, develop and manage customer and public relations strategies, processes and standard scripts for TII direct and indirect PPP tolling operations with a focus on continuous improvement that delivers a best-in-class customer information and experience.
- Responding to public, FoI, and public representative correspondence and queries received by TII in relation to Tolling, in close coordination with individual operations managers and TII governance and legal team to ensure consistent and accurate customer and public information in a timely manner.
- Tracking and analysis of customer queries and requests to identify general customer sentiment and trends in customer experience of tolling
- To ensure the TII website tolling information and FAQs are kept up to date and respond effectively to the frequently asked questions of the public.
- With the M50 toll operation being the largest Toll operation in the state with over 50 million transactions per year, to support and assist the TII M50 Tolling Customer Experience Manager.

Role and Responsibilities

General Tolling Customer and public relations

To create, develop and deliver general Tolling Customer and public relations strategies, for TII direct and indirect tolling operations with a focus on continuous improvement that delivers a best-in-class customer information and experience. The strategies, processes and standard scripts should clearly outline in a consistent manner the legal and contractual frameworks of tolling. Engage in clarificatory phone calls with general public as and if required. Coordinate closely with the TII head of Tolling and other senior managers across TII including the TII PPP authority representatives.

PPP Tolling Customer and public relations

To create, develop and deliver specific PPP Tolling Customer and public relations strategies, processes and standard scrips for PPP toll operations. The strategies, processes and standard scrips should clearly outline in a consistent manner the rational and benefits of PPP concession toll roads in Ireland. Triage and direct Queries to the PPP concessions where appropriate. Develop relationships and coordinate closely with Individual PPP operations managers as required.

Dublin Tunnel Tolling Customer and public relations:

To create, develop and deliver Tolling Customer and public relations strategies, processes and standard scrips for Dublin Tunnel tolling operations. The strategies, processes and standard scrips should clearly outline in a consistent manner the rational and benefits of the Dublin tunnel toll, in terms of demand management/congestion, tunnel safety and freight access to the wider motorway network. Develop relationships and coordinate closely with the Dublin Tunnel TII and Operator Managers.

M50 Tolling Customer and public relations:

To create, develop and deliver specific Tolling Customer and public relations strategies, processes and standard scrips on direct queries to TII for M50 tolling operations. The strategies, processes and standard scrips should clearly outline in a consistent manner the rational and benefits of the M50 toll in terms of demand management/congestion and sustainable funding of the motorway network. Develop relationships and coordinate closely with the M50 toll TII and Operator Managers.

M50 Tolling Operation Contract management: Support and assist the TII M50 tolling Customer experience manager in

- Contributing to the development of the overall Customer Experience Strategy in collaboration with the eflow operator
- Oversight of the Operator contact centre in their delivery of annual plans that align to this strategy and contractual KPIs which includes regular contact centre visits
- Oversight of Operator gathering and evaluating feedback from customers and customer verbatims to develop initiatives and/or quality improvement processes to enhance the customer experience.
- Oversight of the fellow customer channels (website, telephone, app, webchat, social media, email, IVR) to ensure that content is relevant and customer journeys encourage customers to choose to self-serve by default.
- Liaison with the TII fellow Public Information & Enforcement Manager on all customer educational and initiative campaigns to ensure customer needs and priorities are being addressed.

Other

- Presenting updates as required to TII senior management on Customer relation metrics and trends.
- Develop relationships with counterparts in other national authorities to facilitate knowledge-sharing
- Develop relationships within CX industry to facilitate best practice
- Assist colleagues within the Commercial Operations Division to prepare annual business plans, budgets, and reports for senior management.
- Undertaking such tasks, activities or other duties as may be required or assigned as appropriate to the grade.

All of 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 Higher Executive Officer position as identified in TII's Competency Directory, as well as the following job-specific requirements:

- 5 years minimum experience working in a customer facing or contact centre responsible position with a high volume of contacts in a dynamic strategic operational environment.
- Degree or 3rd level qualification (NFQ Level 7 or higher) in a relevant discipline is desirable.
- Demonstrated substantial competence and experience in customer facing roles and delivering information to an organisation's customers in a clear and consistent manner.

- Demonstrated experience in stakeholder management (e.g. public representative questions, Fols, Media, national representative bodies).
- Proven effective people and relationship management ability dealing collaboratively with operators and contractors.
- Proactive listening skill with general public in relation to the delivery of public services.
- Highly organised with strong interpersonal skills, including verbal communication, written response writing and presentation skills.
- Effective decision maker and ability to work on own initiative.
- Business Process optimisation and project management experience desirable.
- Experience of transport policy and familiarity of tolling would be desirable.
- Familiarity with the culture and organisation of state agencies and operators.

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 Higher Executive Officer level have been outlined in **Appendix A**.

PRINCIPAL CONDITIONS OF SERVICE

Pay

The scale of pay for Higher Executive Officer as of 1 February 2026 is as follows:

Personal Pension Contribution (PPC) Pay Scale:

€59,435- €75,788 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:

€56,607- €72,108- 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 probation period.

Annual Leave

The appointee will be entitled to 29 days annual leave, rising to 30 days after 5 years' service. 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 Circular7/2010 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 12pm (noon) on Thursday 28th of May 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 Higher Executive Officer

Leadership
<ul style="list-style-type: none"> • Actively contributes to the development of the strategies and policies of the Department/ Organisation • Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise • Leads and maximises the contribution of the team as a whole • Considers the effectiveness of outcomes in terms wider than own immediate area • Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks • Develops capability of others through feedback, coaching & creating opportunities for skills development • Identifies and takes opportunities to exploit new and innovative service delivery channels
Analysis and Decision Making
<ul style="list-style-type: none"> • Researches issues thoroughly, consulting appropriately to gather all information needed on an issue • Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) • Integrates diverse strands of information, identifying inter-relationships and linkages • Makes clear, timely and well-grounded decisions on important issues • Considers the wider implications of decisions on a range of stakeholders • Takes a firm position on issues s/he considers important
Management & Delivery of Results
<ul style="list-style-type: none"> • Takes responsibility for challenging tasks and delivers on time and to a high standard • Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances • Ensures quality and efficient customer service is central to the work of the division • Looks critically at issues to see how things can be done better • Is open to new ideas initiatives and creative solutions to problems • Ensures controls and performance measures are in place to deliver efficient and high value services • Effectively manages multiple projects
Interpersonal & Communication Skills
<ul style="list-style-type: none"> • Presents information in a confident, logical and convincing manner, verbally and in writing • Encourages open and constructive discussions around work issues • Promotes teamwork within the section, but also works effectively on projects across Departments / Sectors

<ul style="list-style-type: none"> • Maintains poise and control when working to influence others • Instils a strong focus on Customer Service in his/her area • Develops and maintains a network of contacts to facilitate problem solving or information sharing • Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation • Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities • Is considered an expert by stakeholders in own field/ area • Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
Drive & Commitment to Public Service values
<ul style="list-style-type: none"> • Is self-motivated and shows a desire to continuously perform at a high level. • Is personally honest and trustworthy and can be relied upon. • Ensures the citizen is at the heart of all services provided. • Through leading by example, 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 highlight 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: _____

Leadership
Analysis & Decision Making
Management & Delivery of Results

Interpersonal & Communication Skills
Specialist Knowledge, Expertise and Self-Development

GDPR 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/transferable 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.