**Candidate Information Booklet**

The National Disability Authority is committed to a policy of equal opportunity. The National Disability Authority will run this recruitment process in alignment with best practice for the Appointment to Positions in the Civil Service and Public Service prepared by [Commission for Public Service Appointments](http://www.cpsa.ie) (CPSA).

National Disability Authority

25 Clyde Road

Dublin D04 E409

[www.nda.ie](http://www.nda.ie/)

Telephone: (353) 01 608 0400

Title: Senior Design Advisor – Products, Services and Systems

Grade: Assistant Principal Officer (Standard) Permanent, Full Time

Reports to: Head of the Centre for Excellence in Universal Design

Employing Authority: National Disability Authority

Location: 25 Clyde Road, Dublin D04 E409

The National Disability Authority (NDA) is the independent statutory body that provides expert advice to the Minister for Children, Equality, Disability, Integration and Youth on policy and practice relating to persons with disabilities. In practice, the NDA delivers on this role through advising officials in the Department of Children, Equality, Disability, Integration and Youth and in other Government Departments and key state agencies, as well as direct advice to the Minister.

The National Disability Authority’s statutory functions include:

* To act as a central national body to assist the Minister in the co-ordination and development of disability policy;
* To undertake, commission or collaborate in research projects and activities and to assist in the development of statistical information for the planning, delivery and monitoring of disability programmes and services;
* To advise the Minister on standards for disability programmes and services, to prepare codes of practice and to monitor the implementation of standards and codes in this regard;
* To monitor the employment of people with disabilities in the public sector against targets set in legislation;
* to promote, through the Centre of Excellence in Universal Design, universal design of the built environment, products, services and information and communications technology, so that they can be accessed, understood and used by all persons regardless of their age, size, ability or disability.

Further information is available on the NDA’s website at <http://www.nda.ie> and on the Centre for Excellence in Universal Design website at <https://universaldesign.ie/>

# Job Description

# The National Disability Authority wishes to appoint a Products, Services and Systems - Senior Design Advisor within the Centre for Excellence in Universal Design. The appointment will be made on a full-time, permanent basis.

# As Senior Design Advisor for Products, Services and Systems the post holder will be required to manage projects to provide technical advice and expertise in relation to Universal Design as it relates to accessibility and usability of products, services and systems design. The role may also include research, development, and implementation of design guidelines and standards, for products, services and systems used by persons with disabilities but also people of any age, size or ability. In the first instance the post holder will fulfil the duties of Senior Design Advisor – Products, Services and Systems within NDA but may be redeployed at Assistant Principal Officer level as needs arise within the NDA.

# The person appointed will be part of the NDA’s CEUDSM Department and will report to the Head of Department or his nominee. The position is permanent and full-time subject to satisfactory completion of a probationary period. A panel will be formed post the interview process and any equivalent posts can be offered to the candidates within the two year period.

As a staff member, the post holder will be expected to actively contribute to and participate in the overall development of the NDA and to promote its policies at all times, to effectively represent the NDA, and to adhere to NDA values.

## Main Duties and Responsibilities

The core duties and responsibilities will include the following:

* To manage the development, validation and implementation of research projects and the development of accessibility and usability design guidance on products, services and systems;
* To manage, update and apply Universal Design resources on products, services and systems used by people;
* To manage, update and apply resources on human functional abilities, disabilities, characteristics, and preferences;
* To manage, update and apply resources related to design models, processes and practices for the Universal Design of products, services and systems;
* To participate in the development and implementation of standards related to Universal Design, accessibility and usability of products, services and systems;
* To advise on monitoring activities for accessibility related to products, services and systems;
* To manage a range of communications and awareness raising activities including information seminars and trainings to inform a wide range of public sector bodies and economic operators of their obligations under relevant national legislation, regulations and Codes of Practice;
* To keep abreast of and understand the implications of technical developments in products, services and systems;
* To keep abreast of and understand the implications of technical developments in Assistive Products and Assistive Technology services and practices;
* To keep abreast of developments pertaining to standards and guidance on products, services and systems design related to Universal Design, accessibility and usability at National, European and International level;
* To manage relationships and engagement with multiple stakeholder groups including the public sector, economic operators, standards developers and disability organisations in relation to accessibility and usability of products, services and systems;
* Undertake training and development as required;
* To manage performance, supervise, facilitate and support staff, working effectively as part of a team;
* To support and work closely with NDA’s Centre for Excellence in Universal Design, and its Policy, Research and Public Affairs staff in cross-functional and interdepartmental projects;
* To carry out such other duties as may be assigned from time to time by the Head of Department or line manager.

Note: The duties and responsibilities enumerated in this job description should not be regarded as exhaustive in scope and may be added to or altered as required.

## Person Specification

In applying for the post, applicants are strongly advised to clearly demonstrate how they fulfil the following essential requirements and competencies. The selection process may include short-listing of candidates on the basis of the information provided in the application form. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications and experience meet the requirements for the post.

Criteria for consideration for the post are:

* Primary honours degree in a relevant discipline such as design management, innovation, service design, interaction design, ergonomics, technology educator, engineering technologist, **or** equivalent.
* Minimum 5 years work experience in a role involving the development and implementation of products, services and systems design with application of Universal Design to accessibility and usability **or** equivalent.

The following criteria are considered **essential** for the post:

* Demonstrating experience in applying Universal Design in the areas of products, services and systems design;
* Demonstrating experience in applying accessibility requirements in products, services and systems design;
* Experience with managing research and design projects related to products, services and systems used by people;
* Deep understanding of human functional abilities, disabilities, characteristics and preferences;
* Experience with inclusive, participatory design models and practices;
* Experience in applied innovation methods and practices;
* A demonstrated ability to quality assure and monitor the implementation of procedures, practices, or standards and to independently formulate advice and guidance based on research, evidence and best practice;
* An aptitude for precision, attention to detail, including technical information, and commitment to quality results;
* Good judgement, decision-making, analysis and problem-solving skills;
* Strong influencing skills with a track record of effective engagement with external stakeholders;
* Strong written, visual and oral communication skills;
* Evidence of an ability to work on own initiative complemented by a capacity to work well in both staff teams as well as external working groups;
* A high degree of computer literacy, knowledge and experience in the use of Microsoft Word, Excel and graphic design software and social media skills to compliment reporting and promotional activities.

The following criteria are considered **desirable**for the post:

* A post graduate degree in a related discipline;
* Experience with participating in standards development and implementation;
* Drive, initiative and flexibility;
* Knowledge and experience of disability-related and age related issues.

In addition to the above, the Key Competencies for effective performance at this level are detailed below.

# Competencies for role at Assistant Principal Level:

## Leadership

1. Actively contributes to the development of the strategies and policies of the Department/ Organisation
2. Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise
3. Leads and maximises the contribution of the team as a whole
4. Considers the effectiveness of outcomes in terms wider than own immediate area
5. Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks
6. Develops capability of others through feedback, coaching & creating opportunities for skills development
7. Identifies and takes opportunities to exploit new and innovative service delivery channels

## Judgement, Analysis & Decision Making

1. Researches issues thoroughly, consulting appropriately to gather all information needed on an issue
2. Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data)
3. Integrates diverse strands of information, identifying inter-relationships and linkages
4. Uses judgement to make clear, timely and well-grounded decisions on important issues
5. Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders
6. Takes a firm position on issues s/he considers important

## Management & Delivery of Results

1. Takes responsibility for challenging tasks and delivers on time and to a high standard
2. Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances
3. Ensures quality and efficient customer service is central to the work of the division
4. Looks critically at issues to see how things can be done better
5. Is open to new ideas initiatives and creative solutions to problems
6. Ensures controls and performance measures are in place to deliver efficient and high value services
7. Effectively manages multiple projects

## Interpersonal & Communication Skills

1. Presents information in a confident, logical and convincing manner, verbally and in writing
2. Encourages open and constructive discussions around work issues
3. Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors
4. Maintains poise and control when working to influence others
5. Instils a strong focus on Customer Service in his/her area
6. Develops and maintains a network of contacts to facilitate problem solving or information sharing
7. 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

1. 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
2. Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities
3. Is considered an expert by stakeholders in own field/ area
4. 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

1. Is self-motivated and shows a desire to continuously perform at a high level
2. Is personally honest and trustworthy and can be relied upon
3. Ensures the citizen is a the heart of all services provided
4. Through leading by example, fosters the highest standards of ethics and integrity

# Selection Process Guide

## How to Apply

All candidates should download and complete the application form. Once the application form has been completed, please return it, along with a cover letter (max 2 pages), to [recruitment@nda.ie](mailto:recruitment@nda.ie)

Candidates should also indicate their interest with regard to full-time and/or part-time roles in their cover letter and application form.

Applications will not be accepted after the closing deadline of **Friday 7th February 2025 at 5p.m. local time.**

We are unable to accept hard copy applications submitted by post. All applications must be submitted by email for consideration.

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact recruitment@nda.ie.

The onus is on each applicant to ensure that they are in receipt of all communication from The National Disability Authority. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered.

The National Disability Authority accepts no responsibility for communication not accessed or received by an applicant.

The National Disability Authority is an equal opportunities employer. Applications would be particularly welcome from persons with disabilities. Reasonable accommodations can be provided.

## Selection Process

The Selection Process will include the following:

* Submission of application (Application form and cover letter)
* Shortlisting of candidates based on the information contained in their application
* Initial/preliminary interview
* Presentation or any other tests or exercises that may be deemed appropriate
* A final competitive interview

## Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to 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, the National Disability Authority may decide that a smaller number of applicants will only be called to interview. In this respect, the National Disability Authority provide for the operation of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position.

An expert board will examine the application forms against a pre-determined criteria based on the requirements of 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 based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interests to provide a precise, detailed, accurate account of your qualifications/experience in your application.

A panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel and who fulfil the conditions of the selection process may, within the life of the panel, be considered for subsequent approved vacancies. The candidate who obtains first place on the panel will be the first candidate considered for a position, subject to satisfactory clearances, and so on in order of merit.

## Confidentiality

Subject to the provisions of the Freedom of Information Act 2014 applications will be treated in strictest confidence.

## Other Important Information

The National Disability Authority will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result notification, is not to be taken as implying that the National Disability Authority is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential requirements as outlined above but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position the National Disability Authority 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.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this recruitment process.

# Candidates' Rights - Review Procedures in relation to the Recruitment Process

The National Disability Authority will consider requests for review in alignment with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the [Commission for Public Service Appointments](http://www.cpsa.ie).

Should a candidate be unhappy with an action or decision in relation to their application they can seek feedback. An initial review will be carried out internally by the Corporate Services Department as to why their application was deemed unsuccessful. The outcome of this review will be sent to the candidate in written format.

* To request an initial review, a candidate must write to the NDA within 5 working days of receiving notification of the decision on their application. The NDA will carry out the initial review without delay. If the candidate is dissatisfied with the outcome, they may resort to the formal procedures within 2 working days of receiving notifications of the outcome of the initial review.
* The decision arbitrator will be a person unconnected with the selection process and he/she will adjudicate on requests for review. The decision of the decision arbitrator in relation to such matters is final.

## Candidates’ Obligations

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

## 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 personate a candidate at any stage of the process
* Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

* Where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
* Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

# Specific candidate criteria

### Candidates must

* Have the knowledge and ability to discharge the duties of the post concerned
* Be suitable on the grounds of character
* Be suitable in all other relevant respects for appointment to the post concerned and if successful, they will not be appointed to the post unless they:
* Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed;
* Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the post;
* Be passed medically fit to take up the appointment.

## Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the NDA, or who do not, when requested, furnish such evidence as required by the Authority relevant to their candidature, will have no further claim to consideration.

# Citizenship Requirement

Eligible candidates must be:

(a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or

(b) A citizen of the United Kingdom (UK); or

(c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or

(d) A non-EEA citizen who has a stamp 41 or a Stamp 5 visa

1 Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

To qualify candidates must be eligible by the date of any job offer.

# Data Protection Act 2018

When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and as part of the recruitment process. Such information held by the NDA and the employing organisation is subject to the rights and obligations set out in the Data Protection Act 2018. For more information on how we retain and use your personal data, please review the [National Disability Authority’s Privacy Policy](http://nda.ie/Privacy-Policy/) which includes instructions on their right to withdraw consent at any point.

To make a subject access request under the Data Protection Act 2018, please submit your request in writing to: Data Protection Officer, National Disability Authority, 25 Clyde Road, Dublin D04 E409, or email [dataprotection@nda.ie](mailto:dataprotection@nda.ie).

Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

# Principal Conditions of Service

Principal conditions of service will be applied in line with all relevant governmental circulars/procedures and policies applicable at time of placement.

## Salary

Entry will be at the minimum of the Assistant Principal Standard Scale. The salary scale for the position is as follows:

Pay Scale with effect from 01 October 2024 for Civil Servants appointed on or after 6th April 1995 who are paying the Class A rate of PRSI contribution and making an employee contribution in respect of personal superannuation benefits (PPC).

### **Assistant Principal Standard Scale (PPC)**

€79,086, €81,999, €84,952, €87,914, €90,873, €92,579, €95,563¹, €98,559².

Non-Personal Pension Contribution Pay Scale with effect from 01 October 2024 for Civil Servants appointed before 6th April 1995:

### **Assistant Principal Standard Scale**

€76,393, €79,174, €80,707, €83,519, €86,330, €87,955, €90,786¹, €93,629².

Subject to satisfactory performance, increments may be payable in line with Government Policy. Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years’ satisfactory service at the maximum of the scale.

Entry will be at the **first point** of the scale. Different terms and conditions may apply if you are a currently serving civil or public servant.

## Annual Leave

The annual leave allowance for the position of Assistant Principal is 30 days.

This allowance is subject to conditions regarding the granting of annual leave in the public sector and is based on a 5-day week, exclusive of public holidays.

## Hours of Work

Hours of attendance will be not less than 35 hours net per week. Your normal working hours are from 9am to 5pm, Monday to Friday.

The NDA operates a blended working policy which requires a minimum attendance on site of two days per week. This requirement is dependent on the requirements of the role and will vary from time to time. Details of this arrangement are agreed locally with your line manager.

## Rest Periods

The terms of the Organisation of Working Time Act, 1997 will apply to this appointment.

## Place of work

The National Disability Authority is currently located in 25 Clyde Road, Dublin, D04 E409.

## Tenure

This is a full-time position. You will be required to undergo a probationary period.

## Sick Leave

Pay during sick absence will apply in accordance with the provisions of the Public Service Sick Leave Regulations.

## PRSI

Officers who pay Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the National Disability Authority. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

## Outside Employment

Appointees to full-time positions may not engage in private practice or be connected with any outside business, which would interfere with the performance of official duties.

## Superannuation and retirement

The successful candidate will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in the National Disability Authority depending on the status of the successful appointee:

1. In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 [Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers];
2. An individual who was a member of a “pre-existing public service pension scheme” as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will have standard public service pension terms reflecting new entrant or non-new entrant status for the purposes of the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

## Appointee’s status for superannuation purposes

Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee’s status. The following points should be noted:

## Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. **This may have implications for any appointee who has acquired pension rights in a previous public service employment.**

## Pension Abatement

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree’s public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service.

However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivized Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment.

## Department of Education Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education 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, 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 cesser 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.

**Additional Superannuation Contribution (ASC)**

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with Part 4 of the Public Service Pay and Pensions Act 2017. ASC is payable in addition to any contributions payable in respect of membership of your main superannuation scheme and/or spouse’s and children’s pension scheme.

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 candidates.