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| **Financial Services and Pensions Ombudsman**  **Candidate Application Form**  **Higher Executive Officer – Closing date 12:00 on 03 April 2024** |

In order to be considered for the post of Higher Executive Officer with the Financial Services and Pensions Ombudsman, candidates must submit this completed application form to [**HEOcareers@fspo.ie**](mailto:HEOcareers@fspo.ie) by **12:00 on 03 April 2024.** A CV is **not** required and should not be submitted. **Applications received in any format other than this application form will not be accepted.** In completing this application form, candidates should not exceed the prescribed word count for individual questions.

| 1. **Personal Details** | |
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| **Name** |  |
| **Address** |  |
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| **Phone Number** |  |
| **Email** |  |

| 1. **Employment Record** *(most recent first)* | | | |
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| Give below, in date order (starting with your current employer), full particulars of all employment (including any  periods of unemployment) between the date of leaving school or college and the present date.  Copy and paste the blank fields to add more employment records as necessary. | | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Title of Post Held** |  | **Salary** |  |
| **Reason for Leaving** |  | | |
| **Start Date** |  | **End Date** |  |
| **Description of main responsibilities**  **(Max 300 words – please note only the first 300 words will be considered as part of the application)** |  | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Title of Post Held** |  | **Salary** |  |
| **Reason for Leaving** |  | | |
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|  |  |  |  |
| **Start Date** |  | **End Date** |  |
| **Description of main responsibilities**  **(Max 300 words – please note only the first 300 words will be considered as part of the application)** |  | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Title of Post Held** |  | **Salary** |  |
| **Reason for Leaving** |  | | |
| **Start Date** |  | **End Date** |  |
| **Description of main responsibilities**  **(Max 300 words – please note only the first 300 words will be considered as part of the application)** |  | | |

| 1. **Educational Qualifications** *(most recent first)* | | | | |
| --- | --- | --- | --- | --- |
| **Please provide details of your Educational Qualifications.**  Begin with your most recent qualification, if required please insert further rows at the bottom of this section to add more qualification records as necessary. | | | | |
| **Title of Qualification and Award (Degree/Diploma/Certificate)** | **NFQ Level** | **Awarding University, College or Examining Authority** | **Year of Graduation / Completion** | **Award Obtained** |
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| 1. **Membership of Professional Bodies** *(if applicable)* | |
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| **Professional Body** | **Level of Membership** |
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| **5. Required experience, knowledge and skills** | | |
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| **Please indicate which of the essential requirement(s) you meet, as outlined in the Job Information Booklet:**  **A1) A minimum of three year’s work experience in one of the following;** | | |
| Yes | No | 1. Managing a high-volume, individual and team, case load in a legal or regulatory environment requiring adherence to deadlines; |
| Yes | No | 1. Banking, insurance, investments or pensions, in a legal or compliance role; |
| Yes | No | 1. Conducting investigations in a statutory complaints-handling body or assisting with the preparation of advice in relation to such investigations; |
| Yes | No | 1. Consumer protection or complaints handling in consumer services, financial services and/or pensions |
| Yes | No | 1. Critically analysing complex issues and making recommendations arising from such analysis |
| Yes | No | 1. Business Process Improvement; |
| Yes | No | 1. Mediation. |
| **And** | | |
| **Please indicate which of the essential requirement(s) you meet, as outlined in the Job Information Booklet:**  **A2) Have experience of at least one of the following;** | | |
| Yes | No | 1. managing a team and leading people, including team output and performance. |
| Yes | No | 1. working collaboratively to contribute positively to the achievement of objectives or goals of an Organisation/team or to substantial projects within an Organisation/team, including working with senior management. |
| Yes | No | 1. leading the design and delivery of training within an Organisation/team. |

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| **6. Key Achievements**  *For each of the competencies below, briefly highlight specific key achievements, contributions or expertise you have developed over your career to date which demonstrate your suitability to meet the challenges of the role of Higher Executive outlined in C. Competencies required in the Job Information Booklet.*  *(Max 300 words per competency – please note only the first 300 words will be considered as part of the application)* |
| **a) Team Leadership:** *(Max 300 words)* |
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| **b) Judgement, Analysis and Decision Making:** *(Max 300 words)* |
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| **c)** **Management and Delivery of Results:** *(Max 300 words)* |
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| **d) Interpersonal and Communication Skills:** *(Max 300 words)* |
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| **e) Specialist Knowledge, Expertise and Self Development:** *(Max 300 words)* |
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| **f) Drive and Commitment to Public Service Values:** *(Max 300 words)* |
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| 1. **Personal Statement**   **Outline below why you wish to be considered for this post and why you believe your skills and experience would be of value as a Higher Executive Officer with the Financial Services and Pensions Ombudsman.** *(Max 300 words – please note only the first 300 words will be considered as part of the application)* |
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| 1. **Supplementary Information**   **Please give any other relevant information in support of your application** |
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| 1. **General Information** | |
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| **Are there any restrictions on your right to work in Ireland? State Yes or No. If yes, please provide details.** | Yes  No |
| **Please indicate which of the eligibility criteria, as set out across, applies.** | Candidates must, by the date of any job offer, 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 4 visa; or  e) A person awarded international protection under the International Protection Act 2015 or a family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or  f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa. |
| **What length of notice is required in your current position?** |  |
| **Are you proficient in the Irish Language?**  *Candidates who indicate that they are proficient in Irish may, if called to final interview, be required to undergo a test in order to verify their ability to communicate effectively in Irish.* |  |
| **Have you previously availed of a Voluntary Early Retirement Scheme or any other Redundancy Scheme in the Public Sector?** |  |
| **If yes, do the terms of the Scheme allow you to apply for this position?** |  |

| 1. **Reasonable Accommodation** |
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| Candidates with disabilities, who would like to avail of reasonable accommodation, should refer to the Job Information Booklet and make their request by email hr@fspo.ie, and may be asked to submit a medical report, the purpose of which is to provide information to act as a basis for determining reasonable accommodations where appropriate. |

| 1. **Guidance on Conflicts of Interest** | |
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| I confirm that I have read and noted the FSPO’s Guidance on Conflicts of Interest at <https://www.fspo.ie/about-us/codes.asp> | Yes |

| 1. **Declaration** | |
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| By submitting this completed form for the role of Higher Executive Officer with the Financial Services and Pensions Ombudsman, you are confirming that all information provided in this application is true and correct and that you have read the conditions of appointment outlined in the Job Information Booklet for this post. Please be aware that should any of the information provided in this application be found to be false, misleading or inaccurate in any material way, the Financial Services and Pensions Ombudsman reserves the right to withdraw any offer of employment made to you or, if you have already commenced employment when this is discovered, to terminate your employment. | |
| **Name of Applicant:** |  |
| **Date of Submission:** |  |