



## CANDIDATE INFORMATION BOOKLET

Open competition for appointment to the position of:

**Administrator (Customer Service Representative)  
Business Excellence- Certification Division – Level C**

**National Standards Authority of Ireland**

**Closing Date:  
01st October 2024**

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended to the back of the booklet

National Standards Authority of Ireland is committed to a policy of equal opportunity

**Contact: NSAI Human Resources Department on 01 8073839 or at  
1 Swift Square, Northwood, Santry, Dublin 9, Ireland  
Telephone Number: (353) 1 8073839  
URL: <https://www.nsai.ie/>**

---



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Administrator (Customer Service Representative)
<b>DIVISION:</b>	Certification
<b>DEPARTMENT</b>	Business Excellence
<b>REPORTS TO:</b>	Senior Certification Administrator
<b>GRADE:</b>	Level C
<b>TENURE:</b>	Permanent / Full-time
<b>LOCATION</b>	Swift Square, Northwood, Santry, Dublin 9
<b>REFERENCE</b>	48-24

### Job Overview

To ensure clients of Certification, Business Excellence receive an efficient and professional customer service and administrative support regarding NSAI certification services.

### Key Tasks and Responsibilities

- Provide customer service support administration activities to the NSAI Certification client base.
- Support field-based auditors in third party certification activities and resulting file progression and completion.
- Undertake file reviews to a dedicated set of file review guidelines.
- Work with team to ensure certificates are issued correctly and on time before expiry.
- Where appropriate, administrator the withdrawal of certificates in a timely fashion and in accordance with procedures.
- Reduce and maintain bad debt with respect to client files.
- Work as part of a CSR team to support client needs and take part in client liaison and client supports as may arise.
- Interface with the Business Development and Marketing functions to support new client acquisition.
- Participate in weekly administration meetings, manage assigned output from meetings to ensure all agreed actions are completed in a timely manner.
- Generation of reports/ analysis of client data using CRM and/or other applications as requested.
- Prepare analysis/details concerning department for quarterly reports and senior management meetings as requested.
- Provide training to new staff and subcontractors in use of the NSAI CRM and supporting packages.
- Provide administrative support for NSAI Certification training, and other meetings including arranging and booking business flights/travel arrangements.
- Provide administrative support for projects related to the development of new schemes.
- Provide administrative support for annual billing.
- Engage with NSAI Certification's continuous improvement process to support excellence in certification and best in class performance.
- Participate in cross training sessions during monthly meetings
- Work with the Certification team and Quality Manager in maintaining a quality management system that meets the requirements of ISO17021.
- Cover administrative duties for colleagues during times of absence.
- Any other duties as requested by NSAI Management.



This job specification is intended as a guide to the general range of duties for this post. It is intended to be neither definitive nor restrictive and will be subject to periodic review with the post holder.

## **Qualifications and Experience**

### **Essential**

- Minimum of 2 years' experience in an administrative role.
- Proven organisational and time management skills and experience.
- Ability to interface with multiple software platforms.
- Excellent attention to detail.

### **Desirable**

- 3<sup>rd</sup> level qualification in relevant field.
- Previous experience in team administration, client engagement and project management.

## **Technical Competencies**

- Understanding of Quality Management principles and accreditation and their application and benefits to Business Excellence.
- Proven understanding of the specific principle of continuous improvement and its application and benefit.
- Computer literate with a high-level knowledge of PC packages, i.e. Word, Excel, PowerPoint and other administrative software systems
- Proven ability to work as part of a team
- Project management or coordination skills acquired through previous experience

## **Core Competencies**

- Excellent interpersonal skills and customer service skills to support both client base and Certification team.
- Ability to interact with clients and potential clients via phone, IT tools or face to face to support and promote NSAI services and demonstrate their benefits.
- Communication: Ability to relate well (verbally & written) with both internal and external stakeholders and to work as part of a diverse team
- Attention to detail
- Strong time management skills and ability to prioritise work to meet deadlines
- Initiative: Ability to work on own initiative and develop the best work practices for duties assigned.
- Flexible: Ability to work in a multi-task environment and changing deadlines.

## Key Competencies for Administrator (Customer Service Representative)

### Teamworking and Project Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues.
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise.
- Values and supports the development of others and the team.
- Encourages and supports new and more effective ways of working.
- Encourages, listens to and acts on feedback from the team to make improvements.
- Actively shares information, knowledge and expertise to help the team to meet its objectives.

### Analysis & Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues.
- Understands the practical implication of information in relation to the broader context in which they work - procedures, divisional objectives etc.
- Identifies and understands key issues and trends.
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations.
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence.

### Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion.
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation.
- Constructively challenges existing approaches to improve efficient customer service delivery.
- Accurately estimates time parameters for project, making contingencies to overcome obstacles.
- Minimises errors, reviewing learning and ensuring effective delivery of results.
- Ensures proper service delivery procedures/protocols/reviews are in place and implemented.

**Interpersonal & Communication Skills**

- Modifies communication approach to suit the needs of a situation/audience.
- Actively listens to the views of others.
- Liaises with other groups to gain co-operation.
- Negotiates, where necessary, in order to reach a satisfactory outcome.
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner.
- Is assertive and professional when dealing with challenging issues.
- Expresses self in a clear and articulate manner when speaking and in writing.

**Specialist Technical Knowledge, Expertise and Self Development**

- Displays high levels of skills/expertise in own area and provides guidance to colleagues.
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the Division and can communicate this to the team.
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and team.

## Application and Selection Process

### **How to Apply**

As part as of the application process you will be required to submit the following documentation:

- a) A comprehensive CV detailed as relevant to the position (no longer than 3 pages);
- b) 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;

Please note:

- CV and Cover letter must be submitted in a single word document or PDF.

**Please note** that omission of any or part of the 2 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.

**Please upload your application via <https://www.n sai .ie/about/work-with-us/>**

*If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email [recruit@nsai.ie](mailto:recruit@nsai.ie)*

### **Requests for Reasonable Accommodations**

NSAI, 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 [human.resources@nsai.ie](mailto:human.resources@nsai.ie) or by writing to the following address: HR Department, NSAI, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4. Any requests for reasonable accommodation need to be accompanied by a



medical/psychologist's report, the purpose of which is to provide NSAI with information necessary to make the decision on reasonable accommodation as promptly as possible. NSAI 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 are available in an alternative format. You can make a request for documents/information in an alternative format by emailing [human.resources@nsai.ie](mailto:human.resources@nsai.ie) or in writing to the following address: HR Department, NSAI, 4<sup>th</sup> Floor, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4.

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, NSAI will confirm the new date the person can expect to receive the information. If NSAI 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 5pm on the 01<sup>st</sup> October 2024. Applications received after the specified deadline will not be accepted.**

*If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email [recruit@nsai.ie](mailto:recruit@nsai.ie)*

### **Selection Methods**

NSAI 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 (if applicable);
- Presentation/Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate; and
- Reference and online checks.

### **Shortlisting**

Based on the number of applications received, the NSAI may in the first instance conduct a shortlisting exercise.

During any shortlisting exercise that may be employed, NSAI 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 NSAI 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 NSAI. Candidates should make themselves available on the date(s) specified by NSAI and should make sure that their contact details specified on their application are correct. NSAI will not be responsible for refunding any expenses incurred by candidates for attendance at interview.

## **Panel**

NSAI may establish a panel of successful candidates following the results of the selection process in order to fill any subsequent similar roles that may arise across the organisation. Should a panel be established, candidates will be placed on the panel in order of merit. Any panel created will expire after a designated period from its establishment (usually six months), or when it has been exhausted, whichever is sooner. Placement on a panel is not a guarantee of appointment to a post, candidates not appointed at the expiry of the panel will have no claim to a post thereafter.

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

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

### **NSAI Recruitment and Selection Review Process**

In relation to all NSAI recruitment campaigns, Human Resources (HR) take all necessary steps to ensure a fair, open and transparent appointment process that produces a quality outcome and commands public confidence. HR also abides by the core recruitment principles of probity, equity and fairness, selection based on merit, and best practice, which are observed in all NSAI recruitment processes. All appointments made will also comply with relevant employment and equality legislation, and all candidates will be treated fairly, to a consistent standard and in a consistent manner.

**Stage One Review:** When a request for a review of a selection decision is received from a candidate every effort is made to resolve the matter at Stage One by e.g. providing feedback to the candidate. The Stage One Review process may be availed of within five working days of notification of the initial decision and should normally take place between the candidate and the person who communicated the decision.

HR will carry out the Stage One Review without delay and within a period of time that enables the candidate to avail of the Stage Two Review procedures within the specified timelines should he/she so wish. Where a candidate remains dissatisfied following a Stage One Review, he/she may adopt the Stage Two procedures set out below. If the candidate wishes the matter to be dealt with by way of a Stage Two Review, he/she must notify HR within two working days of the notification of the outcome of the Stage One review. Recruitment and selection processes will not be suspended pending the outcome of a review.

**Stage Two Review:** The candidate must address his/her concerns in relation to the process in writing to the Head of HR, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.

The candidate must support their request for review by outlining the facts they believe show the action/decision taken was wrong. A request for review may be refused if the candidate cannot support their request.

The case will be reviewed by a person other than any individual directly associated with the decision in question. The person(s) conducting the Stage Two Review will consider any written submissions made by the candidate, and all other relevant information, including any relevant e-mails, notes or memoranda held by HR in respect of the selection process. Where necessary, the reviewer may meet with the personnel involved in the selection process and/or the candidate for the purpose of eliciting further information. The outcome will generally be notified to the candidate within 10 working days of receipt of the complaint or request for review. Where the investigation does not allow a decision within this



timeframe, the reviewer will keep the candidate informed of the status of the review. The decision of the Stage Two reviewer is final.

### **Deeming of candidature to be withdrawn**

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

## **Principal Conditions of Service**

### **Remuneration:**

Level C Contributory Pay Scale: €29,733 (Min), €55,761 (Max), €57,579 (LSI1)\*, €59,411 (LSI2)\*.

Level C Non-Contributory Pay Scale: €28,453 (Min), €53,115 (Max), €54,827 (LSI1)\*, €56,546 (LSI2)\* (only applicable for relevant category of Civil/Public Servants).

\*Please note this increment is applicable after 3 years' service on the previous point

All appointments are made in accordance with Department of Finance and Public Expenditure and Reform guidelines.

Salary implications for existing Civil/Public servants should be queried with HR Unit, NSAI.

### **Starting Salary**

Candidates should note that entry will be at the first point of the appropriate scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

### **Duties of the Post**

The duties and responsibilities set out in this job description are indicative of responsibilities related to this role. As with all posts, the nature of NSAI business is evolving and flexibility is required to adapt to changing business needs.

### **Annual Leave**

Annual Leave 23 working days rising to 24 days after 5 years, 25 days after 10 years, 26 days after 12 years and 27 days after 14 years. This leave is exclusive of Public Holidays.

### **Hours of Attendance**

Hours of attendance will be fixed from time to time but will amount to not less than 35 hours net Monday to Friday per week. No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

### **Tenure**

The appointment will be on a full-time, basis. The appointee must serve a probationary period, which lasts for 12 months. Should the appointee's service be satisfactory with regards to health, conduct, and efficiency generally during the probationary period, the appointee, on completion of the period will be finally appointed. Should the appointee's services be unsatisfactory, the appointment may be terminated at any time during the period.

### **Location**

This position will be based at Building 1, Swift Square, Northwood, Santry, Dublin with hybrid working option available.





### **Confidentiality and Conflict of Interest**

Employees are prohibited from having any personal or financial interest in any industry that NSAI certifies from the date of appointment with the NSAI. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the NSAI.

### **Superannuation and Retirement**

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

a) 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];

b) 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 Incentivised 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.

#### **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.

### **Annual Superannuation Contribution (ASC)**

This appointment is subject to the ASC deduction as provided for under Part 4 of the Public Service Pay and Pensions Act 2017.

For further information in relation to public service superannuation issues please see the following website: <http://per.gov.ie/pensions>



## GDPR Privacy Statement- Recruitment Process

### Purpose of Processing

NSAI conducts a competency-based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV and a cover letter 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, NSAI'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 NSAI position in question. These people shall be contacted, and the applicants name will need to be provided to receive the reference.
Company Doctor	NSAI 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 NSAI's use of your personal data, please contact NSAI's Data Protection Officer:

- By post: Data Protection Officer, National Standards Authority Ireland, 1 Swift



Square, Northwood, Santry, Dublin 9 DO9 AOE4, or by phone: +353 1 8073800

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.