



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean

Financial Services and
Pensions Ombudsman

The Financial Services and Pensions Ombudsman is holding a competition for the purpose of recommending suitable persons for appointment to the position of:

Registration and Early Resolution Senior Manager
(Assistant Principal Officer)

Candidate Information Booklet

Closing date: 17.00 on Friday 2 October 2026



The Financial Services and Pensions Ombudsman runs this campaign in compliance with the Codes of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) which are available on www.cpsa.ie.

The Financial Services and Pensions Ombudsman is committed to a policy of equal opportunity.

Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place,
Dublin 2, D02 VH29.
T +353 1 567 7000
W www.fspo.ie

About the FSPO

The Financial Services and Pensions Ombudsman (FSPO) is an independent, impartial, fair and free service that helps resolve complaints from consumers, including small businesses and other organisations, against financial service providers and pension providers. The FSPO was established under the Financial Services and Pensions Ombudsman Act 2017 (FSPO Act 2017) and plays an important role in supporting access to independent complaint resolution in Ireland.

The FSPO deals with complaints concerning a wide range of financial services and pension matters. Its work includes examining complaints, supporting early resolution where appropriate, and investigating and deciding complaints in accordance with its statutory remit. In carrying out its functions, the FSPO is committed to fairness, independence, integrity, high-quality service and continuous improvement.

As a public service body operating in a complex and evolving environment, the FSPO places a strong emphasis on professionalism, accountability, customer service and the effective delivery of its statutory functions. Team members at all levels contribute to the organisation's vision for a progressive financial services and pension environment built on trust, fairness and transparency, where complaints are the exception.

More information about the FSPO is available at www.fspo.ie, including:

- Video: [What happens when we receive your complaint](#)
- Video: [What to expect during dispute resolution](#)
- Video: [What to expect during the investigation process](#)
- [FSPO Strategic Plan 2025 - 2027](#)
- [Overview of Complaints 2025](#)

The FSPO is an equal opportunities employer, and we welcome applications from across the spectrum of society to join our open, supportive organisation and reflect the diversity of our service users.

About this competition

The FSPO is seeking to recruit a **Registration and Early Resolution Senior Manager (Assistant Principal Officer)** in the Registration and Early Resolution (RER) directorate.

The FSPO may establish a panel from this campaign. Successful candidates will be placed on a panel from which appointments may be made to current and future arising vacancies, in any of the functional areas described below. There is currently **one** vacancy, to lead the **Registration and Customer Experience** unit, but a panel may

be formed from which any subsequent vacancies at Assistant Principal Officer level arising across the RER directorate may be filled.

This includes, for example, vacancies for roles in:

- **Complaint Intake** – Registration and Triage,
- **Early Jurisdictional Assessment** of complaints,
- **Early Dispute Resolution** – mediation, conciliation or other informal means,
- **Customer Experience, Innovation** and service **Quality Assurance**,
- **Any other alternative roles** suitable to the requirements of this competition at Senior Manager (AP) level arising (see below).

The current vacancy, and any subsequent vacancies which may arise prior to the expiry of the panel, will be offered to candidates placed on the panel based on the Order of Merit from interview outcome, if appropriate.

Once an offer of appointment to the above role has been accepted or rejected by a candidate, a candidate will be removed from the panel and no further offers of appointment will be made to that candidate. Any panel formed as part of this campaign which is not exhausted through appointment of candidates to current or future vacancies will expire 2 years from the date of creation of the panel.

Successful candidates, in accordance with the Order of Merit, may be offered alternative roles at the grade of Assistant Principal Officer in other areas of the FSPO, should the FSPO identify vacancies suitable to the requirements for this competition while the panel is in place. If a candidate rejects an offer of an alternative role within the FSPO, that candidate will remain on this panel for the role of Assistant Principal Officer in the Registration and Early Resolution directorate.

About the Registration and Early Resolution Senior Manager (Assistant Principal Officer) Role

Registration and Early Resolution Senior Managers fulfil a number of senior management roles, involving:

- **Complaint Intake (Registration and Triage)** – Leadership of a high-volume operational area at the front end of the complaint registration and initial triage process, with responsibility for ensuring that complaints are registered, triaged, and progressed efficiently to the next process stages, accurately and in accordance with statutory requirements, internal procedures, and service standards,
- **Early Jurisdictional Assessment** – Leadership of a second-line analytical section with responsibility for the provision of high quality early jurisdictional assessments, and the provision of initial positions or procedural clarifications to customers. Leadership of this team also involves responsibility for the management of escalations to our Legal Services team, where formal determinations on our jurisdiction or other legal matters, are required.
- **Early Dispute Resolution in our Dispute Resolution Service (DRS)** – Leadership of our DRS team to ensure that appropriate policies, procedures and controls are in place with respect to the management and reporting of our mediation and other dispute resolution services. Senior Managers in the DRS team develop all aspects of the dispute resolution services to maximise success and participation in mediation, and to ensure a high quality, impartial and timely mediation service that maximises the FSPO's impact on the resolution of complaints. Senior Managers in the DRS team are responsible for the provision of expert advice and support to the Director in all issues relating to mediation and other informal means of dispute resolution and build strong working relationships with colleagues at all levels within the organisation, and key external stakeholders.
- **Customer Experience, Innovation and service Quality Assurance** – Leadership of our customer experience team, with responsibility for the operational handling of customer service engagements, and the evolution and implementation of organisational strategies in the areas of quality assurance, process improvement and innovative service transformation. Senior Managers with responsibility for the Customer Experience team also engage with external stakeholders to provide timely reporting in order to minimise complaint volumes by highlighting trends observed.

These roles require strong operational leaders who can support team members to deliver a high-quality, timely and consistent service to complainants, providers and

other stakeholders, while maintaining a clear focus on fairness, impartiality, accuracy, productivity and continuous improvement.

Reporting to the Director of Registration, Early Resolution and Transformation, the Registration and Early Resolution Senior Managers are responsible for planning and managing team capacity, monitoring performance, identifying operational risks and bottlenecks, driving service improvement initiatives and using management information to support effective decision-making. The postholders also contribute to cross-organisational projects, policy development and change initiatives, particularly where these affect complaint intake, assessment processes, mediation or other dispute resolution services, quality standards, staff capability and customer experience.

The roles are aligned to the Assistant Principal (AP) Officer competency framework. Applicants will need to demonstrate the capacity to lead people and operations, exercise sound judgement, deliver results through others, communicate effectively, and show a strong commitment to public service values and high-quality customer-focused service delivery.

The responsibilities outlined in these job descriptions should not be regarded as exhaustive in scope and may be added to or altered as required, in line with the requirements of the FSPO. The duties appropriate to the post will be determined by the Ombudsman and may cover a range of activities allowing for maximum flexibility according to the needs of the organisation.



Responsibilities and Required Competencies for Registration and Early Resolution Senior Managers

Key Responsibilities

- Leading the day-to-day operation of a functional team in the Registration & Customer Experience, Early Jurisdictional Assessment, or Dispute Resolution (mediation) sections within the Registration and Early Resolution directorate, to ensure the timely and effective management of high-volume caseloads.
- Managing complaint registration, assessment, jurisdictional and compliance assessments, and associated workflow decisions in line with legislation, policy and procedure.
- Managing a functional Dispute Resolution (Mediation) team and service, ensuring that we deliver high quality, impartial and timely mediation (or other dispute resolution) services that maximise the FSPO's impact on the resolution of complaints, while providing high levels of customer satisfaction.
- Further evolving the dispute resolution service to maximise complaint resolutions by informal means, including by contribution to (and support of) a robust training programme for mediators, conciliators and other team members, as required.
- Ensuring robust quality assurance arrangements are in place so that decisions, correspondence, records and process outputs are accurate, consistent and of a high standard.
- Driving high standards of customer service, including the management of sensitive and complex interactions with complainants, providers and representatives.
- Leading, motivating and developing staff, including work allocation, performance management, coaching, attendance management and supporting staff wellbeing.
- Using data and management information to monitor throughput, trends, risks, service levels and team performance, and taking appropriate action to address issues.
- Working collaboratively with internal stakeholders to support service integration, process improvement, digital transformation and organisational change.
- Ensuring compliance with governance requirements, risk controls, data protection obligations and internal policies.
- Contributing to the achievement of organisational objectives through active participation in projects, reporting, planning and strategic initiatives.

Assistant Principal Officer Competencies

In addition to the knowledge and experience required for the role, candidates will be expected to demonstrate the competencies associated with the grade of Assistant Principal Officer. Specifically, candidates will be required to demonstrate experience or capacity to delivery in the following areas:

Leadership

The capacity to:

- lead and support teams responsible for complaint registration, triage, dispute resolution (mediation, etc.) and customer experience, ensuring that all engagements reflect the FSPO's values of fairness, impartiality and accessibility, fostering a culture of accountability, collaboration and continuous improvement
- build team member capability in areas central to FSPO operations, including compliance checks, jurisdictional assessment, dispute resolution and customer engagement
- coach and mentor team members to strengthen expertise in the application of early resolution pathways (e.g. mediation and conciliation), and customer-focused communication
- manage operational performance through PMDS, probation, ongoing feedback, ensuring consistent application of standards and procedures
- support the Director in embedding a culture of learning, professionalism and public-service commitment.

Judgement, Analysis and Decision-Making

The capacity to:

- support the delivery of the registration, triage, early assessment and mediation processes in accordance with the FSPO Act 2017 (as amended), applying policy and procedural requirements appropriately, and making balanced, timely and well-reasoned decisions
- analyse complaint trends, customer experience data and operational metrics to identify opportunities for improved early resolution and service delivery;
- apply sound judgement in complex cases, escalating appropriately to the Director
- support the development of new approaches to early resolution, and redesigned customer journeys
- contribute to the FSPO's broader consumer protection impact by identifying systemic issues emerging from complaint data.

Management and Delivery of Results

The capacity to:

- oversee the day-to-day delivery of registration, dispute resolution and customer experience services, ensuring compliance with statutory obligations and internal procedures and service standards
- implement efficient workflows that support timely, impartial and customer focused complaint handling
- manage competing priorities and resources across multiple teams to meet operational targets and strategic commitments
- support the Director in delivering continuous improvement initiatives, including digital transformation, process redesign and enhanced customer experience
- conduct regular audits of operational processes to ensure adherence to legislation, quality standards and best practice in Ombudsman schemes.

Interpersonal and Communication Skills

The capacity to:

- communicate clearly and sensitively with complainants, providers, colleagues and other stakeholders
- represent the FSPO at stakeholder engagements, including industry forums, public sector networks and consumer protection discussions
- prepare high-quality reports, briefings and analysis for the Director, and other FSPO SMT members
- promote the FSPO's mission, vision and values through professional, empathetic and impartial communication
- support the development of customer-facing materials that enhance accessibility and understanding of the FSPO process.

Drive and Commitment to Public Service Values

The capacity to:

- demonstrate integrity, accountability, resilience, and a strong commitment to fairness, impartiality, transparency and accessibility in all aspects of service delivery
- uphold the FSPO's statutory independence and ensure that all interactions with stakeholders reflect the highest standards of ethical public service
- manage the efficient performance of the functional teams and individual team members including the effective management of Probation and PMDS

- lead or engage with the FSPO's Human Rights and Diversity, Equality and Inclusion working group, to promote a culture of respect, equality, and inclusion within the FSPO and beyond
- support the FSPO's role as an alternative dispute resolution body by ensuring that early resolution pathways are robust, fair and customer centred
- maintain awareness of developments in financial services, pensions, consumer protection and public sector governance.

Specialist Knowledge, Expertise and Self-Development

The capacity to:

- develop and maintain expertise in the FSPO Act 2017 (as amended), jurisdictional requirements, complaint handling processes and best practice alternative dispute resolution
- support the expansion of our digital tools and the FSPO's anticipated new case management system, to enhance efficiency and customer experience
- contribute to the design and implementation of other new initiatives that improve early-stage resolution outcomes and reduce the need for formal investigation
- engage in continuous professional development to maintain knowledge of regulatory frameworks, Ombudsman best practice and public sector governance
- support the FSPO's contribution to consumer protection by helping identify trends, systemic issues and opportunities for policy influence.

Essential Requirements

Candidates must, on or before **Friday 2 October 2026**, meet the following requirements:

- A minimum of 3 years' direct team management experience in a high-volume operational environment in complaint handling, case intake / registration / assessment, compliance checking, customer operations, dispute resolution, adjudicative support, regulatory administration, or a comparable service environment
- Relevant experience working in a regulatory, ombudsman, legal or complaints resolution environment, in another ombudsman or Alternative Dispute Resolution (ADR) scheme, or in the financial services, pensions or other public sector environment

- Demonstrated experience of leading and managing people, including work planning, performance management, staff development, employee engagement and the management of competing priorities
- Strong evidence of sound judgement, decision-making and problem-solving, including the ability to assess issues, apply policy or legislative requirements and make balanced, well-reasoned decisions
- Experience of analysing operational data and management information to monitor performance, identify risks or trends, and improve service delivery and throughput
- Excellent communication and interpersonal skills, with the ability to engage effectively and professionally with internal and external stakeholders, including in sensitive or challenging situations, and
- A clear understanding of the values and responsibilities of public service, including governance, accountability, fairness, confidentiality and customer service.

Candidates should ensure that their application clearly demonstrates how their knowledge, skills and experience meet the requirements of the role and the competencies expected at Assistant Principal Officer level.

Desirable Criteria

In addition to the essential requirements, it would be an advantage for candidates to demonstrate one or more of the following:

- A recognised qualification of at least NFQ Level 7 or higher in management, public administration, law, business, governance, quality assurance, customer service, human rights or a related discipline.
- Experience of overseeing registration, triage, admissibility, jurisdictional assessment or early resolution processes.
- Experience of operating in a governance-rich environment with responsibility for compliance, audit readiness, records management or risk controls.
- Demonstrated ability to lead change, improve processes and contribute to organisational or service development initiatives.
- Experience of developing and implementing quality assurance frameworks, standard operating procedures, service standards or performance dashboards.
- Experience of leading service improvement, digital change in an operational setting.
- Knowledge of administrative law, fair procedures, complaint resolution processes or relevant legislative and regulatory frameworks.

Important Note on Eligibility

An invitation to tests, interview or any element of the selection process is not acceptance of eligibility. Eligibility may not be confirmed until the final stage of the process.

Candidates who do not possess the essential requirements, on the closing date of **Friday 2 October 2026**, and who nevertheless proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign.

Candidates who are unable to show that they hold the qualifications outlined in their application may be eliminated from the campaign at any stage.

Other Eligibility Criteria

Eligibility to compete and certain restrictions on eligibility:

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.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 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).

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 not eligible to apply 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 monies. 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 and Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community and 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).

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.

Principal Conditions of Service

General

While it is envisaged that appointments arising from this competition will be to a full-time permanent position in the public service (following an appropriate initial probationary period), the FSPO reserves the right to use the panel formed from this competition to fill other vacancies which may arise which may not be permanent in tenure.

Pay

The salary and terms and conditions for an Assistant Principal Officer are those, as set out below, that currently apply to Assistant Principal Officer (Standard Scale PPC) in the public service.

Assistant Principal Officer - PPC

€83,113	€86,173	€89,277	€92,390	€95,499	€97,292
€100,427 ¹	€103,576 ²				

Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years' satisfactory service at the maximum of the scale.

Candidates should note the following:

- entry will be at the minimum point 1 of the salary 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
- increments may be awarded subject to satisfactory performance, in line with Government pay policy.

*Important Note for candidates currently in civil or public service employment

Different terms and conditions may apply if, immediately prior to appointment, the appointee is already a serving Civil Servant or Public Servant.

Tenure

The appointment will be for a permanent post in the public service. The appointee will be required to serve a 10-month probationary period.

Assignment / Location

The successful candidate's place of work will be the FSPO's offices at Lincoln House, Dublin 2. Presently, FSPO staff can apply to work remotely for up to three days per week. This is subject to business needs, performance, and the requirements of the role. Future working arrangements will be determined by the broader public service policy framework.

When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal public service regulations.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes **gross** per week (including a daily lunch break of 1 hour and 15 minutes). The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time legislation and regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

The annual leave allowance for the position of Assistant Principal Officer is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the Civil Service, is based on a five-day week and is exclusive of the usual public holidays.

Health

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

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Appointees who will be paying the 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 direct to the Financial Services and Pensions Ombudsman. Payment of salary during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the public service, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme (Single Scheme). Key provisions attaching to membership of the Single Scheme are as follows:

A. Pensionable Age

The minimum age at which retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.

B. Retirement Age

Scheme members must retire at the age of 70.

C. Pension Abatement

If the appointee was previously employed in the Civil/Public Service and is in receipt of a pension from the Civil/Public Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil/Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, 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.

If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012.

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.

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).

III-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.

D. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single

scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.

In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants (Non-Established State Employee Scheme). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below.

E. 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 would 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.

F. Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

Note: ASC deductions are in addition to any pension contributions required under the rules of your pension scheme. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: [Single Public Service Pension Scheme \(singlepensionscheme.gov.ie\)](http://singlepensionscheme.gov.ie)

Important Notice

The above represents the principal conditions of service and is not intended to be the exhaustive 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 and Selection Process

Before you proceed

Before proceeding with this phase of the selection process, you should satisfy yourself that you meet the education and experience criteria for the post as set out in this booklet.

Communications

The Financial Services and Pensions Ombudsman, or Conscia Limited, its recruitment partner, will contact you when necessary, at each stage of the competition by email. You should only submit one email address for all correspondence in relation to this competition.

It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform Conscia Limited of any change in email address throughout the recruitment and selection campaign. This can be done by emailing fspo@consciatalent.com. The onus is also on each applicant to ensure that they are in receipt of all communication from the Financial Services and Pensions Ombudsman. The Financial Services and Pensions Ombudsman does not accept responsibility for communications not accessed or received by an applicant.

How to apply

Our recruitment partner, Conscia Talent, will be managing all aspects of the recruitment process on behalf of the Financial Services and Pensions Ombudsman.

All candidates should visit <https://www.consciatalent.com/FSP0> which provides the application form for this competition. Applications received in any format other than the corresponding application form will not be accepted. Therefore, candidates must ensure they use the correct application form.

The FSP0 expects candidates to complete this application form without the support or use of AI tools as it should reflect the candidate's specific relevant personal experience.

Completed application forms should be uploaded at <https://www.consciatalent.com/FSP0>.

Only applications fully submitted online will be accepted into the campaign.

Closing Date

Application must be submitted online at <https://www.consciatalent.com/fspo> to arrive by **17:00 on Friday 2 October 2026**. Applications will not be accepted after the closing date/time.

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please email: fspo@consciatalent.com.

You are advised to check your email on a regular basis as email notifications of updates/tests/interviews etc. issued to your address may sometimes be filtered into your Junk/Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that they are in receipt of all communication from Conscia Limited.

Conscia Limited accepts no responsibility for communication not accessed or received by an applicant.

Selection Process

The selection process may include the following:

- Shortlisting of candidates based on the information contained in their application
- An in-person written exercise/assessment
- Presentation or other exercises
- Interview(s), either online or in-person. The anticipated dates for interview are **Wednesday 21 October 2026** and **Thursday 22 October 2026**, with second round interviews taking place on **Tuesday 3 November 2026**.
- Work sample or any other tests or exercises that may be deemed appropriate.

Candidates invited for interview should make themselves available on the date(s) specified by the FSPO and should ensure that the contact details specified on their application form are correct. If you cannot attend on the specified date/time you will be deemed to have withdrawn from the competition.

Shortlisting

Normally the number of applications received exceeds the numbers required to fill existing and future vacancies. While you may meet the eligibility requirements of the

competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, the FSPO may decide that only a certain number of candidates will be called to interview.

In this respect, the FSPO provides for the employment 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. 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.

Candidates with disabilities

If a candidate requires reasonable accommodation to be made at any stage of the selection process, please make this known by stating your requirements by email to hr@fspo.ie. Every effort will be made to make the necessary reasonable arrangements to assist you.

Confidentiality

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

Other important information

The FSPO 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 FSPO 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 entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary effort and/or expense.

Prior to recommending any candidate for appointment to this position, the FSPO 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 FSPO may, at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates' rights – Review procedures in relation to the selection process

The FSPO will consider requests for review in accordance 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/>.

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 impersonate 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,
and
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

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

Data protection

As part of the recruitment and job application process, the FSPO will collect your Personal Data. It is necessary for us to process your Personal Data in order to assess your job application and/or include you in a recruitment initiative. Ultimately, it may also be necessary for us to process your Personal Data in order to take steps to offer and enter into a contract of employment with you. We may disclose some or all of your Personal Data to the following parties: your previous employer(s) (where you have listed them as your referees; Recruiters (where your application is being handled by a Recruiter); outsourced service providers who assist FSPO with recruitment initiatives and campaigns. CPL has been appointed to manage this campaign on behalf of the FSPO. Where you are an unsuccessful job applicant, we will retain your Personal Data for a period of up to 12 months from interview and 12 months from expiration of panel. If you have any concerns about the way your Personal Data is being used or processed by FSPO, please e-mail dataprotection@fspo.ie. Please see our full [Privacy Statement](#).

Appendix 1 – Key Competencies

Key competencies for effective performance at Assistant Principal Officer level:



Assistant Principal Officer Level Competencies

Effective Performance Indicators

Leadership

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 and delegates effectively, encouraging ownership and responsibility for tasks

Develops capability of others through feedback, coaching and creating opportunities for skills development

Identifies and takes opportunities to exploit new and innovative service delivery channels

Judgement, Analysis and Decision Making

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

Uses judgement to make clear, timely and well-grounded decisions on important issues

Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders

Takes a firm position on issues they consider important

Management and Delivery of Results

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 resources 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 and Communication Skills

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 in projects across Departments/sectors

Maintains poise and control when working to influence others

Instils a strong focus on Customer Services in their 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

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 and Commitment to Public Service Values

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