An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

11 December 2019

# Circular 23 /2019: Confined competition for appointment to the post of Director of Agriculture Appeals in the Office of Agriculture Appeals (Portlaoise)

A Dhuine Uasail

I am directed by the Minister for Public Expenditure and Reform to say that the Public Appointments Service (PAS) will hold an interdepartmental competition to set up a panel from which an appointment as Director of Agriculture Appeals in the Office of Agriculture Appeals (Portlaoise) may be made.

**Background**
The Agriculture Appeals Office is an independent Office established in 2002. The function of the Office is to provide an independent, accessible, fair and timely appeals service for scheme applicants who are dissatisfied with decisions of the Department of Agriculture, Food and the Marine regarding their entitlements under designated schemes. In February 2018 the remit of the Agriculture Appeals Office was extended to provide a new appeals service for applicants and third parties appealing to the Forestry Appeals Committee against Department decisions on licence applications for forestry felling, planting, forest roads and aerial fertilisation.

The Agriculture Appeals Act 2001, and the Agriculture Appeals Regulations 2002, set down the functions of the Director of Agriculture Appeals and the Appeals Officers, the decisions that may be appealed and the procedures to be followed in respect of agriculture appeals.

The Agriculture Appeals Act, 2001, as amended, and the Forestry Appeals Committee Regulations 2018, set down the functions of the Forestry Appeals Committee, the role of the Chairman, the decisions that may be appealed and the procedure to be followed in respect of forestry licence appeals. The membership of the Forestry Appeals Committee includes Appeals Officers assigned to the Agriculture Appeals Office. All administration and secretariat requirements of the Forestry Appeals Committee are provided by the Agriculture Appeals Office.

The post of Director is based full time at the Agriculture Appeals Office in Portlaoise.

The successful candidate will be appointed at the grade of Principal Officer (standard scale).

## 1. Job Specification

The Director of Agriculture Appeals, also known as the Chief Appeals Officer, is responsible for all aspects of the operation and functions of the Agriculture Appeals Office.

The key challenges for this post include:

- the delivery of an independent appeals service for appeals submitted against decisions concerning a range of agriculture schemes which are governed by EU and national legislation;
- the performance of independent reviews of Appeals Officer decisions on agriculture scheme appeals;
- the design and delivery of the highest standard of quality customer service to appellants;
- the need for leadership and the development of an expert team, comprising a range of skills, capable of delivering an independent appeals service;
- Implementing recommendations that are specific to the operations of the Agriculture Appeals Office and of the functions of Director as set out in the Report on the Review of the Agriculture Appeals Act, 2001, and operations of the Agriculture Appeals Office.

In particular, the Director shall be responsible for:

- the organisation and management of an independent Appeals Office;
- ensuring that an accessible appeals service is delivered in an efficient manner;
- full review, where requested, of the decisions of Appeals Officers on appeals against agriculture schemes;
- ensuring that Appeals Officers are adequately trained and staff development needs are identified and met;
- ensuring that appeals are dealt with appropriately and in a timely fashion;
- ensuring that decisions of Appeals Officers on appeals against agriculture schemes are fair and in accordance with the provisions of the Appeals Act, 2001 including in accordance with the rules of natural justice;
- dealing effectively with legal issues arising;
- ensuring the effective allocation of administrative and secretariat resources for the receipt, recording and processing of agriculture scheme appeals and forestry licence appeals
- ensuring the effective allocation of Appeals Officers to membership of the Forestry Appeals Committee;
- on-going liaison with the Chairperson of the Forestry Appeals Committee and Committee members on all aspects of administration of the forestry licence appeals service and legal issues arising;
- administrative matters in relation to the support staff assigned to the independent operation of the Aquaculture Licences Appeals Board (ALAB);
- requesting and obtaining independent legal advice as required;
- preparing reports for the Minister for Agriculture, Food and the Marine including annual reports on the operation of the Appeals Office and any other reports requested by the Minister;

- full accountability for the office including budget management, procurement and ensuring value for money in service delivery;
- ensuring effective liaison between the Appeals Office and the Department of Agriculture, Food and the Marine and other stakeholders;
- implementation of recommendations of the Report on the Review of the Agriculture Appeals Act, 2001 and the operation of the Agriculture Appeals Office including any recommendations that may require changes to the role of the Director.

**Note:** The Programme for a Partnership Government provided for a review of the Agriculture Appeals Act 2001, to ensure the independence and efficiency of the Agriculture Appeals Office in dealing with appeals from farmers. The Review can be found *here*. A number of the recommendations that fall within the operational remit of the Agriculture Appeals Office have already been accepted and have commenced, some of which will require legislative amendment including a change in the current functions of the Director - that process of implementation is ongoing. It is anticipated that the successful candidate will have a significant role in the implementation of the recommendations of the Review Group and the delivery of any associated organisational change in the Agriculture Appeals Office.

## 2. Person Specification

The successful candidate will demonstrate the capacity to perform the full range of duties at Principal Officer (Standard Scale) level in the Department of Agriculture, Food and the Marine. (See appendix I for Principal Officer core competency areas).

In particular, the successful candidate will demonstrate:

- Well developed strategic and operational management skills;
- An ability to critically analyse issues, reach conclusions and make sound judgements and ensure consistency and logic in decision-making;
- The ability to anticipate customer needs and maintain a top quality service to meet those needs;
- Leadership and management skills, which will enable him/her to manage the Office and the team and to motivate and provide effective direction to a range of professional, technical and administrative staff;
- Excellent interpersonal and communication skills.

In addition, the successful candidate will demonstrate:

- a knowledge of the schemes and services that are subject to the appeals dealt by the Appeals Office, including the legal framework underpinning those schemes and services,

  **or**

  can otherwise demonstrate that, having a basic understanding of and appropriate experience in the operation of similar schemes and services, he/she can quickly acquire the particular in-depth knowledge required.

- An understanding and familiarity with the legal principles of fair procedures and of the environment and of the work involved in processing appeals, including oral hearings, would be desirable.

## 3. Eligibility

(a) Officers who on 9th January 2020 are serving Civil Servants and have two or more years' service, either continuously or in aggregate, in the Civil Service, or

(b) Serving officers who on 9th January 2020 are employed on a fixed-term contract and who have two or more years' service, either continuously or in aggregate, in the Civil Service.

(c) Officers on special leave with pay may apply, if otherwise eligible. Officers on special leave without pay (e.g. to serve with the EU) may be eligible; Personnel Sections should check cases not covered by Department of Finance Circular 33/91 with this Department. Officers on career break may apply if the terms of their career break conform with the provisions of Department of Finance Circular 4/2013 and if they are otherwise eligible.

(d) The eligibility of any particular grade or group for appointment under the terms of the competition applies exclusively to the post of Director in the Agriculture Appeals Office as covered by the terms of the circular.

(e) PMDS: Candidates must have received a rating of 'Satisfactory' at their 2019 PMDS Annual Review to be considered eligible to apply for this post.

## 4. Principal Conditions of Service

**General**
The appointment is to an established post in the Civil Service and is subject to the Civil Service Regulations Act 1956 to 2005, the Public Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service. The appointment will be subject to a probationary period. The probationary period will be one year from the date of appointment.

**Pay**
The salary scale for this position, with effect from 1st September 2019, is as follows:

Personal Pension Contribution (PPC) Pay Rate:

€87,325 €90,920 €94,487 €98,082 €101,114 €104,258 (LSI1) €107,399 (LSI2)
*Long Service increment (*LSI 1) may be payable following 3 years satisfactory service at the maximum of scale.*
*Long Service increment (*LSI 2) may be payable following 6 years satisfactory service at the maximum of scale.*

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution. A different rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 who is not required to make a Personal Pension Contribution.

Candidates should note that entry will be at the minimum of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. The terms of Circular 08/2019 - Revised arrangements applying to starting pay will apply, as appropriate, to an appointment under this competition. Increments may be awarded annually subject to satisfactory performance.

**Headquarters**
The Director of Agriculture Appeals acts as the Chief Appeals Officer responsible for all aspects of the operation of that Office. The post is based in Portlaoise.

**Hours of attendance**
Hours of attendance will be fixed from time to time but will amount to not less than 43 hours 15 minutes gross per week. 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 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 Director of Agriculture Appeals 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.

**Important Notice**
**The foregoing represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.**

**Circulation and Further Information**
**HR Sections should bring this circular to the notice of all eligible officers serving in their Departments and associated Offices without delay, including eligible fixed term workers, officers on term time, secondment, maternity leave, career break, contract, and all other relevant forms of leave**

If candidates have any queries about this circular, they should contact their HR Section. Subsequent enquiries about their candidature should be addressed directly to PAS.

The Civil Service is an equal opportunities employer.

Mise le meas

David Cagney

Civil Service Chief Human Resource Officer

## 5. How to Apply

The application form is available here:
http://www.publicjobs.ie/index.php?option=com_jobsearch&view=jobdetails&cid=111855&campaignId=19290302

You must complete the application form in full, and click the submit button.

Once you have submitted your application form you should return to your publicjobs account and confirm that it has been successfully submitted via ***'My Applications'***. At this point you should consider adding *publicjobs.ie* to your safe senders or contact list within your email account to avoid not receiving email because a *publicjobs* email has been blocked.

Only fully completed and submitted applications will be accepted into the competition. Only one application per person is permitted.

### Closing Date

The closing date for receipt of completed applications is **not later than 3pm, on Thursday 9th January 2020.**

We acknowledge receipt of all applications. If you do not receive an acknowledgement within 3 days of applying, please email zoe.cullen@publicjobs.ie

### Selection Process

The Selection Process may include:

- shortlisting of candidates, on the basis of the information contained in their application;
- a competitive preliminary interview;
- completion of an online questionnaire(s);
- work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate;
- a competitive interview, which may include a presentation.

The admission of a person to the competition, or invitation to undertake any element of the selection process, is not to be taken as implying that the PAS or other body is satisfied that such a person fulfils the essential requirements.

You are advised to check your messageboard on a regular basis as email notifications of updates/tests/Interviews etc issued to your Messageboard 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 she/he is in receipt of all communication from the Public Appointments Service (PAS)

The PAS accept no responsibility for communication not accessed or received by an applicant

Candidates should make themselves available on the date(s) specified by the PAS and should make sure that the contact details specified on the application form are correct.

**Shortlisting**
Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate 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 Public Appointments Service may decide that a number only will be called to

interview. In this respect, the Public Appointments Service provide for the employment of a short listing 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 interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

**References**

We would appreciate it if you would start considering names of people who you feel would be suitable referees that we might consult (2 - 3 names and contact details). The referees do not have to include your current employer but should be in a position to provide a reference for you. The referees should be able to provide relatively recent information on your performance and behaviour in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. Please be assured that we will only contact referees should you come under consideration for final interview. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment. Successful candidates may be required to complete a number of clearance processes such as Health and Character Declaration, Garda Vetting, and any other relevant checks required for the particular role.

## 6. Circulation and Further Information

HR Sections should bring this circular to the notice of all eligible officers serving in their Departments and associated Offices without delay, including eligible fixed term workers, officers on term time, secondment, maternity leave, career break, contract, and all other relevant forms of leave

If candidates have any queries about this circular, they should contact their HR Section. Subsequent enquiries about their candidature should be addressed directly to the Public Appointments Service.

## Other important information

The Public Appointments Service and the Department of Agriculture, Food and the Marine 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 letter, is not to be taken as implying that the Public Appointments Service is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

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

**The importance of Confidentiality**

Subject to the provisions of the Freedom of Information Acts, 2014, applications will be treated in strict confidence. All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

**Deeming of candidature to be withdrawn**

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

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

**Quality Customer Service**

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

**Use of Recording Equipment**

**PAS does not allow the unsanctioned use of any type of recording equipment on its premises or any location where assessments/tests/interviews, etc. take place. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes. Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.**

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

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

**Procedures where a candidate seeks a review of a Decision taken in relation to their application**

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). The PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice *Appointments to Positions in the Civil and Public Service* published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the Chief Executive Officer of PAS) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

**Procedure for Informal Review**

- A request for Informal Review must be made within 5 working days of notification of the decision, and should normally take place between the candidate and a representative of the PAS who had played a key role in the selection process.
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

**Procedure for Formal Review of Selection Process**

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

**Complaints Process**

A candidate may believe there was a breach of the Commission's Code of Practice by PAS that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Chief Executive Officer of PAS in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

- Allegations of a breach of the Code of Practice should be addressed in writing, and within a reasonable timeframe, to the Chief Executive Officer in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Public Appointments Service has fallen short of the principles of this Code.

- On receipt of a complaint PAS may determine to engage with the complainant on an informal basis.

**For further information on the above procedures please see the Code of Practice** *Appointments to Positions in the Civil and Public Service* **which is available on the website of the Commission for Public Service Appointments,** www.cpsa.ie

There is no obligation on the PAS to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

**Requests for Feedback**

Feedback in relation to the selection process is available on request. There are no specific timeframes set for the provision of feedback.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review.

It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback.

**Contravention of the Code of Practice**
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, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

***Candidates' Obligations***
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 position.

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/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.

**General Data Protection Regulation (GDPR)**
The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, a computer record is created in your name. Information submitted with an application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resource section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the Public Appointments Service are set out on the Data Protection page of www.publicjobs.ie.

Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

**Candidates should note that canvassing will disqualify.**

## Appendix 1

| DIRECTOR OF AGRICULTURE APPEALS |
|---|
| **Leadership & Strategic Direction** |
| • Has well developed strategic and leadership skills<br>• Leads an expert team comprising a range of skills, setting high standards, tackling any performance problems & facilitating high performance<br>• Facilitates an open exchange of ideas and fosters an atmosphere of open communication<br>• Contributes to the shaping of the Office of the Director of Agriculture Appeals<br>• Develops capability and capacity across the team through effective delegation<br>• Develops a culture of learning & development, offering coaching and constructive/ supportive feedback<br>• Leads on preparing for and implementing change and reform<br>• Anticipates and responds quickly to developments in the sector/ broader environment<br>• Actively collaborates with other Departments, Agencies and relevant stakeholders |
| **Judgement & Decision Making** |
| • Identifies and focuses on core issues when dealing with complex appeals/information/situations<br>• Assembles facts, deals with a range of data and thinks through issues logically<br>• Sees the relationships between issues and quickly grasp the high level implications<br>• Identifies coherent solutions to complex issues<br>• Takes action, making decisions in a timely manner and having the courage to see them through<br>• Makes sound and well informed decisions, understanding their impact and implications |
| **Management & Delivery of Results** |
| • Have well developed organisation and management skills which will enable them to manage the Office and the team<br>• Initiates and takes personal responsibility for delivering results/ services in the Office<br>• Balances strategy and operational detail to meet business needs<br>• Manages multiple agendas and tasks and reallocates resources to manage changes in focus<br>• Makes optimum use of resources and implements performance measures to deliver on objectives<br>• Ensures the optimal use of ICT and new delivery models<br>• Critically reviews projects and activities to ensure their effectiveness and that they meet the requirements of the Office<br>• Instils the importance of efficiencies, value for money and meeting corporate governance requirements<br>• Ensures the expert team are focused and act on Business plans priorities, even when faced with pressure |
| **Building Relationships & Communication** |
| • Excellent interpersonal and communication skills<br>• Speaks and writes in a clear, articulate and impactful manner<br>• Actively listens, seeking to understand the perspective and position of others<br>• Manages and resolves conflicts / disagreements in a positive & constructive manner<br>• Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals<br>• Proactively engages with colleagues at all levels of the organisation and across other Departments and builds strong professional networks<br>• Makes opinions known when s/he feels it is right to do so<br>• Effectively interacts with and maintains relationships with a range of stakeholders including those that are unhappy with the decisions made by the Office |
| **Drive and Commitment** |
| • Consistently strives to perform at a high level<br>• Demonstrates personal commitment to the role, maintaining determination and persistence and a sense of balance and perspective in relation to work issues<br>• Contributes positively to the corporate agenda<br>• Is personally trustworthy, honest and respectful, delivering on promises and commitments<br>• Ensures the citizen is at the heart of all services provided<br>• Is resilient, maintaining composure even in adverse or challenging situations<br>• Promotes a culture that fosters the highest standards of ethics and integrity and the provision of a service that is seen to be independent, fair, efficient and readily accessible |
| **Specialist Knowledge, Expertise and Self Development** |
| • A good knowledge of the schemes and services administered by the Department or an understanding of and appropriate experience in the operation of similar schemes<br>• An appreciation of the special nature of the environment and the work involved in processing appeals, including oral hearings and the need for consistency and logic across cases over time<br>• Develops and maintains skills and expertise across a number of areas that are relevant to the role<br>• Keeps up to date with key policies and developments that affect the role<br>• Maintains a strong focus on self-development, seeking feedback and opportunities for growth |