

MARA

An tÚdarás Rialála Limistéir Mhuiri
Maritime Area Regulatory Authority

Candidate Information Booklet

Marine Analyst

This competition will be undertaken by Osborne Recruitment on behalf of the Maritime Area Regulatory Authority (MARA) under licence from the Commission for Public Service Appointments (CPSA) in accordance with the Code of Practice for Appointments to the Civil and Public Service

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The Position:

Title of Position:	Marine Analyst
Grade:	Engineer Grade III
Tenure:	Permanent (subject to successful completion of probationary period)
Employing Authority:	Maritime Area Regulatory Authority (MARA)
Location:	Menapia House, Drinagh Business Park, Co. Wexford, Y35 RF29.
Annual Leave:	25 days per annum rising to 29 days after five years' service and to 30 days after 10 years' service.
Hybrid Working:	The successful candidate will be required to attend the office at least 2 days per week and can avail of remote working up to 3 days per week subject to business needs and the MARA blended working policy
Closing Date:	1:00pm Monday, 7 th April 2025
Starting Salary:	Engineer Grade III Scale
Working Hours:	35 hours (NET per week)
Panel:	Successful candidates will be placed on a panel from which appointments will be made. Vacancies will be offered to candidates based on the order of merit from the interview process. Any panel formed as part of this campaign, will expire 12 months from its establishment.

About MARA

The Maritime Area Regulatory Authority (MARA) is a new independent body responsible for the sustainable management of Ireland’s diverse and unique maritime area, brought about by the enactment of the Maritime Area Planning Act 2021 (MAP Act). Established in July 2023, as part of the biggest reform of marine governance in Ireland in almost a century, MARA will be key to the transformation of our maritime governance regime.

The system and structures set out in the MAP Act are key legal enablers of development and the protection of the environment and cultural heritage in the maritime area for the future generations, including the envisaged expansion of the offshore renewable energy sector required to meet Ireland’s 2030 climate goals in an integrated and sustainable manner.

MARA Mission, Vision and Values



The Organisational Context

MARA is an independent agency, established by the Maritime Area Planning Act 2021, now under the aegis of the Department of Environment, Climate and Communications (DECC). MARA has an 11-member Board who are appointed by the Minister.

Under the direction of a Chief Executive Officer, the executive of MARA are responsible for carrying out the following day to day functions:

- Processing applications for maritime area consents (MACs) for the maritime area;
- Processing application for maritime usage licences for specified scheduled activities;
- Compliance and enforcement of MACs, licences, foreshore authorisations and offshore development consents;
- Administration of the extant MHLGH Foreshore consent portfolio; and
- Fostering and promoting co-operation between regulators of the maritime area.

Working collaboratively with all its partners, MARA will support the pillars of Ireland’s marine planning system by:

- Bringing its expertise, knowledge and skills to enhance forward planning in the maritime area;
- Developing a well-functioning transparent consenting system, consistent with the principles of proper marine spatial planning, for all maritime users and activities; and
- Implementing a rigorous, but proportionate, compliance and monitoring programme to ensure the sustainable use of our maritime area and challenge unauthorised development and non-compliance with maritime planning permission.

Strategic Objectives 2024 - 2027

MARA has completed its first Statement of Strategy with the following Strategic objectives for 2024 – 2027 which include:

STRATEGIC PRIORITY	<p>Establish solid foundations for delivery - this includes building an infrastructure to assess applications, issue timely robust decisions and deliver effective governance.</p>	<p>Build capacity and knowledge - this includes growing our team, building capacity within the organisation, enhancing our knowledge, insight and innovation, and embedding our structures.</p>	<p>Regulate effectively and impartially - this includes managing authorisations, monitoring compliance with legislation and driving regulation through risk-based compliance and enforcement.</p>	<p>Drive cooperation and empower action - this includes being a leading voice for the protection of Ireland’s maritime are proactively informing policy, legislation, and better choices for the environment to overcome sea blindness and foster ocean literacy.</p>
INDICATOR OF SUCCESS	<p>MARA is a well-governed regulator, operating a streamlined maritime authorisations process that builds trust and confidence, and can withstand scrutiny.</p>	<p>MARA is appropriately resourced with the necessary capabilities, knowledge and skills to fulfill out responsibilities with the capacity necessary to work innovatively and promote personal development.</p>	<p>MARA is trusted and respected for our transparent and fair decision-making and its risk based compliance and enforcement regime, which in turn supports a culture of compliance in the communities that we serve.</p>	<p>MARA is a recognised thought leader in the maritime area, whose evidence is relied upon in the development of maritime policy and legislation, and whose insights inform the identification of future developments in the maritime are requiring regulation.</p>

MARA will achieve this by building expertise in its people, its processes and its technology. As custodians of the maritime area, MARA will ensure that through good management and transparent decision making we will optimise our maritime resource on behalf of all citizens.

To realise its ambition, MARA has recruited and continues to seek motivated, dynamic and passionate people to join its team. This is an unrivalled opportunity to join a new agency at the early stages of its journey and to be at the forefront of managing Ireland’s extensive maritime resource.

The Role

The **Marine Analyst** will work in an environment providing professional engineering, environmental and other technical recommendations within MARA in respect of the organisation's consenting, monitoring, compliance, advisory and enforcement functions.

The successful candidate(s) will provide professional expertise and advice relating to environmental and/or engineering assessment of projects associated with applications for Maritime Usage Licences and/or Maritime Area Consents.

The Marine Analyst will support and work collaboratively Marine Advisors and/or Heads of Function as appropriate in the assessment of environmental data, conducting evaluation studies and ensuring compliance with relevant maritime legislation (in particular the Maritime Area Planning Act, 2021). The Marine Analyst will also develop policies, procedures and support other team members within their functions.

Key Duties and Responsibilities

- Assist with the assessment of Maritime Area Consent (MAC) and/or Maritime Usage Licence (MUL) applications.
- Carrying out appropriate assessments and considering the need for environmental impact assessment.
- Prepare high-quality written reports for internal and external stakeholders.
- Collaborate with other regulators, public bodies, government departments and stakeholders on matters relating to the management of the Irish maritime area.
- Support the implementation of the National Marine Planning Framework, Water Framework Directive, Marine Strategy Framework Directive and the Climate Action Plan.
- Collaborate with colleagues in the operation of a GIS database for MARA.
- Support the work of the Compliance, Enforcement and Regulation Unit to ensure compliance with authorisations under various legislation relating to the maritime area.
- Prepare guidance documents and/or technical training relating to stakeholders and implementation of the Planning and Development Act, (2000 as amended) and Maritime Area Planning Act (2021, as amended).
- Participating in cross team working groups within MARA.
- Participating in inter-organisational groups to effectively implement national plans and policies.
- Develop and support contract tendering, evaluation and procurement of external resources.
- Adhere and comply with all health and safety policies, procedures and regulations to maintain a safe and secure working environment.

Essential Qualifications and Experience

- Degree (level 8 on the National Framework of Qualifications) in engineering, ecology, environmental science or planning or a related discipline.

Desirable Knowledge and Experience

- A minimum of two years' relevant work experience in, or in support of, a regulatory function including two or more of the following:

- Demonstrable experience in the preparation of ecological and/or environmental assessment reports, or demonstrable experience in the assessment environmental authorisation applications;
- Demonstrable experience in implementation of environmental regulatory oversight;
- Knowledge and experience in implementing relevant environment and planning legislation, including the Birds and Habitats Directives, Water Framework Directive, Marine Strategy Framework Directive, Environmental Impact Assessment Directive, the Planning and Development Acts and the Maritime Area Planning Act.
- A relevant post graduate qualification (level 9 on the National Framework of Qualifications).
- Knowledge and understanding of Geographic Information Systems and their use in assessment of authorisations.
- Knowledge of activities and developments in the maritime area and their potential conflicts for example offshore renewable energy, fishing, aquaculture, marine leisure activities, shipping and other coastal infrastructure.
- Knowledge and understanding of the relevant national policy including the National Marine Planning Framework, Climate Action Plan and Designated Marine Area Plan(s).

Skills and Abilities

- Ability to meet the travel requirements of the post, which may include site visits at coastal locations, and a willingness to work outside of normal hours as necessary.
- Excellent interpersonal, communication and influencing skills.
- An ability to work positively in a multi-disciplinary team environment with the confidence to participate and contribute.
- Strong IT skills including MS Office suite, MS Project, ArcGIS and other relevant systems.
- Strong written and verbal communication skills with excellent report writing, presentation, editing and analytical skills.
- Capability to achieve deliverables on time and within budget.
- Ability to work under pressure and meet deadlines.
- An ability to work on their own initiative
- Ability to express technical matters in plain language to non-technical individuals.
- Strong attention to detail.
- Good knowledge and awareness of Health and Safety Legislation and Regulations, the implications for the organisation and employee, and their application in the workplace.
- Knowledge and understanding of the relevant national policy including the National Marine Planning Framework, Climate Action Plan and Designated Marine Area Plan(s).

Competencies

Applicants should have all the attributes required of an Engineer Grade III and in particular they must demonstrate, by reference to specific examples from their career to-date, that they possess or have the capacity to acquire the qualities, skills and knowledge required for the role of Engineer Grade III as identified in the key competency framework (appendix A).

How to Apply

Eligibility to Compete:

Candidates must, by the date of job offer, be:

- a) A citizen of the European Economic Area. 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 is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any 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 Switzerland and has a stamp 4 visa

Applications should be submitted via email and must include:

- A completed application form outlining why you wish to be considered for the post and how your skills and experience meet the requirements for the position
- Only applications fully submitted will be accepted into the campaign.

To apply for this role candidates must submit the relevant, signed and completed application form to MARA@osborne.ie

Closing Date:

Deadline for application: Please note latest receipt for applications is **1:00pm on Monday, 7th April 2025**. Incomplete applications, postal applications or CV's will not be accepted. Any applications received after the closing date and time will not be considered.

Applications will not be accepted after the closing date and time. Late applications will be ineligible for consideration. Therefore, it is your responsibility to ensure that you have allowed sufficient transmission time of your application. Applicants must ensure they retain a copy of the email submitted to MARA@osborne.ie including the date and time in case of any queries.

An acknowledgement email will be issued in respect of all applications received (this email will acknowledge receipt, and it will not confirm eligibility or otherwise). If an applicant does not receive an acknowledgement email within 2 working days of the date of submission, the applicant should contact MARA@osborne.ie to ensure the application has been received.

Selection Process:

The selection process may include:

- Shortlisting of applications
- A competitive interview based on the competency framework
- Presentation (if applicable)
- Completion of all relevant checks as set out below.

A second or final interview may be required, candidates will be informed following completion of the first round of interviews.

Additional selection steps may be included.

A selection board shall be established and shall use the essential requirements as referred to earlier in this candidate information booklet to shortlist candidates. Scoring at the shortlisting stage shall be based on the information contained in the application form. Therefore, it is in your interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications, and experience meet the requirements of the post. While candidates may meet the eligibility criteria of the competition, if the numbers applying for the post are such that it would not be practical to progress all candidates to the next stage of the selection, which is the interview process, MARA may decide that a certain number of candidates shall only be progressed to the next stage. Candidates will be progressed through the various stages of the selection process based on their order of merit at each stage.

Interview:

It is expected that interviews will be held in person in April or May 2025 within Wexford. Candidates will be notified of interview dates and arrangements at the earliest opportunity. The onus will be on candidates to make themselves available for interview as advised.

Equality:

The Maritime Area Regulatory Authority (MARA) is an equal opportunities employer. MARA welcomes applications from all suitably qualified candidates regardless of their gender, marital status, family status, religious belief, race, age, sexual orientation, disability or membership of the Traveller community.

Reasonable Accommodation:

Any candidate requiring any accommodation for interview or other elements of the selection process should notify us at MARA@osborne.ie so that appropriate arrangements can be made. All information disclosed will be kept confidential.

Panel:

Following the interview stage, MARA will hold a panel of candidates listed in order of merit. This panel may also be used to fill future temporary posts. Not all those interviewed may be placed on the panel. A panel will be established from which appointments may be made which will expire 12 months from the date of interview or when it has been exhausted, whichever is sooner. Candidates will be advised of the outcome of the competition as soon as possible after the interview process. Candidates not appointed at the expiry of the panel will have no claim to appointment thereafter because of having been on the panel.

Relevant Checks:

Prior to recommending any candidate for appointment to a position, the HR team complete all relevant checks. 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, MARA may at its discretion, select and recommend another person for appointment and this will be based on the results of this selection process.

MARA is not obliged to appoint any candidate arising from this competition.

Please note that any offer of employment made to a successful candidate may be subject to satisfactory:

- Reference verification,
- Qualification verification,
- Vetting – where applicable

At the reference verification stage, referees sought will include your current employer and your next most recent employer.

Conditions of Service

Salary

The Engineer Grade III salary scale (rates effective from 1 October 2024) is as follows:

(PPC Scale) €39,083, €41,580, €42,248, €45,580, €48,924, €52,301, €55,834, €58,064, €60,305, €62,565, €64,812, €67,065, €69,318, €71,563, €73,829, €76,331 (LSI 1) €78,830 (LSI 2)***

LSI 1 after 3 years' satisfactory service at the maximum.

LSI 2 after 6 years' satisfactory service at the maximum.

Long Service Increments may be payable after 3 years (LSI1) and 6 years (LSI2) satisfactory service at the maximum of the scale. ** *Pay scale wef 1 October 2024.*

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 or is newly recruited to the and is required to make a personal pension contribution.

Different terms and conditions may apply if immediately before appointment you are a current serving civil/public servant.

Note: Salary for the purposes of calculation of superannuation benefits may differ from the above depending on individual circumstances.

Payment Arrangements

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of an officer's choice. Payment cannot be made until a BIC code and IBAN number and bank sort code has been supplied to the Personnel Section of the relevant Department or Office. Statutory deductions from salary will be made as appropriate by the Department / Office.

An officer will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members / Former Staff Members / Pensioners.

Location

The usual place of work for this role and any role arising from any panel established under this competition will be MARA, Menapia House, Drinagh Business Park, Co. Wexford, Y35 RF29. Subject to business needs, MARA may offer members of any panel established under this competition roles based at other locations in Ireland. MARA reserves the right, at its discretion, to change this location to any other place within Ireland.

Hours of Attendance

Hours of attendance will amount to not less than 35 hours net per week. The successful candidate will be required to work 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.

Outside Employment: The position will be full-time, and the appointee shall not engage in private practice or be connected with any outside business which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Annual Leave

The annual leave allowance for the position of Marine Analyst will be 25 days per annum. This will increase to 29 days after 5 years' service and 30 days after 10 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the public sector, is based on a five-day week and is exclusive of the usual public holidays

The Organisation of Working Time Act 1997 (as amended)

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

Principal Conditions of Service

Health:

Candidates must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Employee Benefits:

We value our employees and will invest in their health, welfare and safety at work and will provide an Employee Assistance Programme. We support and encourage staff to reach their full potential through education and training opportunities on and off the job. We also offer flexible hours, challenging, rewarding work and benefits that include:

- Membership of a Superannuation Scheme
- Sick Leave Scheme
- Hybrid Working
- Shorter Working Year scheme
- Maternity Leave
- Parental Leave
- Parents Leave
- Career Breaks
- Exam and Study Leave

Employer of Choice:

As an Employer of Choice the Civil Service has many flexible and family friendly policies e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a 'blended' basis), etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

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

Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Principal Conditions of Service and Eligibility to Compete:

For information on principal conditions of service and any information on eligibility to compete please review the 'Principal Conditions of Service and Eligibility to compete' document in detail available here <https://www.maritimeregulator.ie/careers>

General Information

Ethics in The Public Office:

The Ethics of Public Office Act 1995 and the Standards in Public Office Act 2001 applies to this post.

Expenses:

MARA will not be responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

Canvassing:

Canvassing is prohibited and will result in disqualification from the competition.

Impersonation:

A third party must not personate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine / or imprisonment.

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

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

Cancelling Competition:

MARA may at its discretion cancel this competition due to a change in business needs. Should this occur after the competition closing date applicants will be notified in writing.

Candidate Feedback:

Feedback will be provided on written request.

Review Procedures in relation to the Selection Process:

Requests for a review are dealt with in accordance with the codes of practice published by the published by the Commission for Public Service Appointments. The Codes can be accessed at www.cpsa.ie.

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.

Confidentiality:

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts, 1988 and 2003 and the provisions of the EU General Data Protection Regulation.

Data Protection Acts, 1988-2018:

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information you provide will be held by MARA. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2018. To make a request under the Data Protection Acts 1988 & 2018, please submit your request in writing to: Data Protection Officer, MARA, Menapia House, Drinagh Business Park, Co. Wexford, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to MARA.

Data Protection – Recruitment Process:

Personal data is collected and processed as part of the recruitment process. This section sets out the information under the following headings:

- Personal data collected.
- Lawful basis for processing personal data.
- How your information may be shared.
- How long your information may be stored.
- Your data protection rights.

Personal Data Collection:

MARA collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, MARA is committed to being accountable and transparent about how it gathers and processes this information.

The General Data Protection Regulation (GDPR) defines ‘personal data’ as meaning any information relating to an identified or identifiable living individual. It defines categories of ‘personal data’ as being name, address, date of birth, etc. The GDPR also sets out ‘special categories of personal data’ for more sensitive information that include, for example, health data.

MARA conducts a competency based recruitment process. Each candidate is asked to submit an application form. This recruitment process will include checking of references. Depending on the role applied for, it may also include Garda vetting.

Lawful Basis For Processing Personal Data Consent:

MARA processes personal data provided by you in your application form during the recruitment process on the lawful basis of ‘consent’. Your consent is required in order to process any personal data provided in the application for the specific purpose of progressing an application through the recruitment process.

Contractual:

In the case of a successful candidate, personal data provided during the recruitment process may form the basis of the contract of employment.

Legal Obligation:

Personal data of prospective candidates and current employees (full-time, part-time, contract and agency) is processed on the basis that it is required for MARA's compliance with legislation (e.g., employment legislation). MARA provides its employees with a Privacy Statement in relation to its use of employee information.

How Your Information May Be Shared:

Your information may be shared with other parties as part of the recruitment process. Where this occurs, information is shared by necessity and in confidence.

How Long Your Information May Be Stored:

MARA has a Data Retention Policy that it applies to all information it stores. This policy is updated on an ongoing basis to keep pace with all relevant legislative changes.

Unsuccessful Candidates:

For those individuals who have been unsuccessful in the recruitment process, all information provided to the MARA will be retained by the MARA for a period of no more than 12 months. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Successful Candidates:

For those individuals who have been successful in the recruitment process, all information provided to MARA will be placed on your employee file. It will be retained during the course of your employment with the organisation and for an appropriate period thereafter. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Your Data Protection Right:

You have rights in relation to personal data collected, processed and stored by MARA. Further information is available on our website under the heading 'Data Protection and Access Requests'.

This section outlines what your data protection rights are and how to make a Data Subject Access Request to MARA.

If you have any questions or would like to make a Data Subject Access Request, you may contact the Data Protection Officer at MARA. The contact details are as follows:

MARA DPO Contact Details:

Email: dataprotection@mara.gov.ie

Post: Data Protection Officer, MARA, Menapia House, Drinagh Business Park, Co. Wexford

For Further Information on Data Protection:

The website of the Data Protection Commissioner – www.dataprotection.ie or

Make contact with the Office of the Data Protection Commissioner by phone on Telephone 1890 252231 or by email on info@dataprotection.ie

Appendix A – Key Competency Framework – Engineer Grade III

Effective Performance Indicators

Leadership Potential	Is flexible and willing to adapt, positively contributing to the implementation of change
	Contributes to the development of policies in own area and the broader Department/ Organisation
	Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way
	Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others
	Formulates a perspective on issues considered important and actively contributes across a range of settings
Analysis & Decision Making	Is skilled policy analysis and development, challenging the established wisdom and adopting an open-minded approach
	Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral)
	Uses numerical data skillfully to understand and evaluate business issues
	Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions
	Sees the logical implications of taking a particular position on an issue
	Is resourceful and creative, generating original approaches when solving problems and making decisions
Delivery of Results	Assumes personal responsibility for and delivers on agreed objectives/ goals
	Manages and progresses multiple projects and work activities successfully
	Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these
	Maintains a strong focus on meeting the needs of customers at all times
	Ensures all outputs are delivered to a high standard and in an efficient manner
	Use resources effectively, at all times challenging processes to improve efficiencies
Interpersonal & Communication Skills	Communicates in a fluent, logical, clear and convincing manner verbally and in writing
	Is able to listen effectively and develop a two-way dialogue quickly
	Maintains a strong focus on meeting the needs of internal and external customers
	Effectively influences others to take action
	Works to establish mutual understanding to allow for collaborative working
	Works effectively
Specialist Knowledge, Expertise and Self Development	Clearly understands the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation.
	Develops the expertise necessary to carry out the role to a high standard and shares this with others
	Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service
	Consistently reviews own performance and sets self challenging goals and targets
	Has significant expertise in his/her field that is recognised and utilised by colleagues
Drive & Commitment to Public Service Values	Consistently strives to perform at a high level
	Maintains consistent effort under pressure and is resilient to criticism or setbacks at work
	Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency
	Is personally trustworthy and can be relied upon
	Places the citizen at the heart of all process and systems
	Upholds the highest standards of honesty, ethics and integrity