

Information Guide

Assistant Principal Officer (APO) - SUSI 1916 Bursary Co-ordinator (Specific Purpose Contract) Ref: APOSSPB25



City of Dublin Education and Training Board (City of Dublin ETB) was established on 1st July 2013 under the Education and Training Boards Act, 2013. City of Dublin ETB has 3,000 employees and an annual budget of €580m. It is the state education and training authority for Dublin city and serves the area covered by Dublin City Council. This provision is delivered to over 48,000 learners (20,000 full-time and 28,000 part-time) and is supported by a range of services including a psychological service, a curriculum development unit, a buildings maintenance unit and Head Office staff in Ballsbridge. It also has statutory responsibility for supporting the provision, coordination, administration and assessment of youth work services in Dublin city and is the lead partner for Music Generation Dublin City. Support

City of Dublin ETB is also responsible for the national awarding authority for student grants in Ireland, Student Universal Support Ireland (SUSI). Student Universal Support Ireland (SUSI) is a unit of City of Dublin ETB which is designated by the Minister for Further and Higher Education, Research, Innovation and Science as the single Irish national awarding authority for student grants in further and higher education. SUSI is a dynamic workplace based in Ballsbridge, Dublin 4 and features a challenging balance of day-to-day operations and strategic development projects. The core work of SUSI involves the annual processing of large numbers of online grant applications within short timeframes to determine eligibility under the criteria of the Student Grant Scheme. Approximately 100,000 grant applications are received on an annual basis. SUSI has also broadened its functions in recent years and now provides services relating to the 1916 Bursary, the International Protection Student Scheme, the PLC Bursary for Displaced Persons (Ukraine), the National Tertiary Office Programmes and the All-Ireland Scholarship.

The Programme for Access to Higher Education (PATH) was established by the Department of Education and Skills in 2016 to support the implementation of the National Plan for Equity of Access (NAP). The second of the PATH strands (PATH 2, also known as the 1916 Bursary Fund) was first announced by the Minister for Education and Skills on 30 December 2017.

The 1916 Bursary is co-funded by the Government of Ireland and the European Union through the Department of Further and Higher Education, Research, Innovation and Science (DFHERIS) and aims to encourage participation and success by students who are most socio-economically disadvantaged and from groups most under-represented in higher education.

To be eligible for a 1916 Bursary, all applicants must meet, Financial, Priority Group and College Entry eligibility criteria. This fund is allocated on a competitive basis to the six regional clusters of higher education institutions, which include all publicly funded HEIs. Each participating college has a limited number of bursaries which are awarded to the eligible applicants that present the greatest need through using a points-based system for applicants eligible to receive the Bursary.

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| Proposed Timeframe | Shortlisting will take place week commencing: 18 th August 2025 Interviews will commence week beginning: 25 th August 2025 <i>*All dates are subject to change and are for guidance only</i> |
| Salary | For persons entering public service for the first time, starting pay will be at the minimum point of the APO salary scale, €82,698. This is not negotiable. An incremental salary scale applies thereafter. Previous public sector experience may be eligible for incremental credit, to be determined upon appointment. |
| Annual Leave | 30 working days per annum (pro rata). |
| Hours of Work | 35 hours per week. |
| Location of Position | The position will be based in SUSI, Shelbourne Road, Dublin 4. |

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| Summary of Position | <p>Reporting to SUSI's Director of Services, the Co-Ordinator will be responsible for both delivering on the current and future administration of the Bursary while working to fully integrate it into SUSI.</p> <p>Working closely with all key stakeholders such as the Department of Further and Higher Education, Research, Innovation and Science and the Higher Education Authority, the Co-Ordinator will work to achieve the necessary policy changes for SUSI as an awarding authority to fully administer the operations of the 1916 Bursary.</p> <p>The Co-Ordinator will act as a representative for the 1916 Bursary Cluster Leads and SUSI, representing them and their views at various working groups, high-level meetings and workshops ensuring clear communication between all parties.</p> <p>The Co-Ordinator will be responsible for the co-ordination of the 1916 Bursary and working with all SUSI units to deliver the ICT, Assessment, QA, Appeals, Training, Payments and Communications requirements.</p> <p>The Co-Ordinator is also responsible for managing the budget and procuring all goods and services required to deliver the service. They will ensure all required funding is transferred to SUSI in a timely manner to ensure the service and payment of the Bursary is met within the timelines of the program of work.</p> |
| Essential Requirements | <p>Each candidate must have the following essential requirements:</p> <ul style="list-style-type: none"> • A degree, equivalent to level 8 or higher on the National Framework of Qualifications in Project Management or a relevant discipline that is considered, in the discretion of City of Dublin ETB, to be appropriate to the requirements of the role. <p>AND/OR</p> <ul style="list-style-type: none"> • Minimum three years' experience of collaborative inter-institutional education projects. • Significant relevant experience as a project manager in scoping, planning, organising, leading and managing complex projects or change initiatives. • Specific knowledge and experience of the processes and phases that characterise the administration of major ICT projects including requirements specification, procurement, business analysis, software development, functional testing, change control, training, documentation and deployment. • Demonstrated project and people management skills and experience of working collaboratively. • Experience in delivering high profile and/or front-line services to the public. • Strong written, oral, interpersonal, presentational and communication skills. • Possess relevant research, critical thinking and evaluation skills. • Experience in prescribing and managing the delivery of contractual commitments with external providers. • Knowledge of business process design, change/transition management, Lean Sigma, KPI metrics. • Appreciation of strategic and policy issues in the organisation and the wider reform agenda. • Highly developed communication, negotiation and liaison skills, evidenced by the ability to build productive professional relationships and consensus. • Proven ability to identify, develop and maintain an effective network of contacts at all organisation levels and across multiple stakeholders. • Demonstrable experience in leading a results-oriented team. • Strong IT skills, proficient in the use of MS Office applications. • Demonstrated ability to operate with tact and diplomacy and to manage competing interests • Third Level educational qualifications in a relevant discipline(s) commensurate with this role would be a decided advantage. |

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| Desirable Requirements | <p>In addition to the above the ideal candidate will demonstrate proven knowledge, experience, and achievement the following areas:</p> <ul style="list-style-type: none"> • Experience of similar complex projects in this or a related field would be an advantage. • Familiarity with managing offshore or distributed development teams. • Experience engaging with stakeholders to gather requirements and translate them into solution designs. • Ability to translate complex technical concepts into plain language for business users and non-technical stakeholders. • Minimum of 3 years' experience in business analysis, service delivery, or process improvement roles. • Experience working within regulated environments with data protection, auditability, and compliance requirements (e.g., GDPR). • Qualifications or experience in business analysis, change management, or service design. • Familiarity with tools such as Visio, UML, Microsoft DevOps, or similar. • Experience supporting testing, user training, or implementation planning. • Strong understanding of business process modelling and improvement methodologies. • Experience and knowledge of public sector procurement practises. • Excellent communication, facilitation, and stakeholder engagement skills. • Ability to translate business needs into clear, actionable requirements. |
| Principal Duties and Responsibilities | <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Scoping and developing a project implementation plan for the reform integration of the 1916 Bursary into SUSI. • Managing the assessment process, quality assurance, data from third parties, student communication & appeals process. • Managing a communications strategy with 1916 Bursary applicants and sectoral stakeholders. • Effectively communicating and co-ordinating with SUSI's Internal Units for the delivery of the service; Assessment, Quality Assurance, Appeals, Training, ICT, Communications, payments etc. • Build and manage the ongoing collaborative relationships with key stakeholders, including HEIs, SUSI, CAO, THEA, IUA, DFHERIS and the HEA. • Ensuring all parties are fulfilling their responsibilities under the Memorandum of Agreements and Service Level Agreements. • Chairing and organising the existing governance groups. • Working with DFHERIS and the HEA to achieve the necessary policy changes for the 1916 Bursary to be fully integrated into SUSI. • Procuring services from suppliers to deliver the operations of the 1916 Bursary. • Working with key stakeholders to ensure SUSI receives all required funds for the administration and payment of the Bursary. • Building on current good practice set up by SUSI and HEIs, delivery of the continuous improvement on the developed central application system, including all associated online platforms, documentation, processes and facilities. • Manage the robust data-sharing agreements in place with the relevant agencies including SUSI, the CAO and Geo Code. • Problem solving and acting as the main link between SUSI, Cluster Leads and other stakeholders ensuring quick decisions are made to resolve any issues that may arise. • Undertake any other duties as required by SUSI's Director of Services. |
| Competencies | <p>Leadership</p> <ul style="list-style-type: none"> • 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 teams as a whole.
- Considers the effectiveness of outcomes in terms wider than own immediate area.
- Clearly defines objectives / goals & delegates effectively, encouraging ownership and responsibility for tasks.
- Develops capability of others through feedback, coaching & creating opportunities for skills development.
- Identifies and takes opportunities to exploit new and innovative service delivery channels.

Analysis & Decision Making

- Researches issues thoroughly, consulting appropriately to gather all information needed on an issue.
- Understands complex issues quickly, accurately absorbing and evaluation data (including numerical data).
- Integrates diverse strands of information, identifying inter-relationships and linkages.
- Makes clear, timely and well-grounded decisions on important issues.
- Considers the wider implications of decisions on a range of stakeholders.
- Takes a firm position on issues s/he considers important.

Management & 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 resource 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 & 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 on projects across Departments / Sectors.
- Maintains poise and control when working to influence others.
- Instils a strong focus on Customer Service in his/her 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 & 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.

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| | <ul style="list-style-type: none"> Ensures the citizen is at the heart of all services provided. Through leading by example, fosters the highest standards of ethics and integrity. <p>Note: Having read the competencies and thought about the demands of the role, for each of the above competencies candidates will be asked, on the application form, to demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date which clearly demonstrates your suitability for this position, within your application form.</p> <p>Ideally you should include all elements of the STAR competency framework which is outlined as follows:</p> <table border="1"> <tr> <td>Situation</td><td>Present a challenging situation you found yourself in.</td></tr> <tr> <td>Task</td><td>What did you need to achieve from the situation?</td></tr> <tr> <td>Action</td><td>What action did you personally take to achieve this?</td></tr> <tr> <td>Result</td><td>What was the result of your action?</td></tr> </table> | Situation | Present a challenging situation you found yourself in. | Task | What did you need to achieve from the situation? | Action | What action did you personally take to achieve this? | Result | What was the result of your action? |
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| Terms & Conditions of Appointment | <ul style="list-style-type: none"> This is a specific purpose appointment for the purpose of fulfilling the role of 1916 Bursary Co-ordinator. The appointment will be subject to the sanction of the Chief Executive. Any offer will be subject to the receipt of two satisfactory references. The appointment will have a probationary period, details of which will be stipulated in the contract of employment. Appointment is to City of Dublin ETB as a whole. City of Dublin ETB reserves the right to transfer staff as the needs of the organisation dictate. The person appointed to the post will be required to contribute to the relevant Superannuation Scheme. For the purposes of satisfying the requirements as to health it will be necessary for the successful candidate before they are appointed, to undergo at City of Dublin ETB's expense, a medical examination by a qualified practitioner nominated by City of Dublin ETB. Extern work may not be undertaken without the prior consent of City of Dublin ETB. | | | | | | | | |
| Citizenship Requirements | <p>Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreement may also apply.</p> <p>Please visit the link below for updates to these requirements: Coming to Work in Ireland - Workplace Relations Commission</p> <p>Please note that upon appointment the successful candidate must have valid right to work status.</p> | | | | | | | | |
| Termination | The appointment will be terminated by one month's notice in writing on either side. | | | | | | | | |
| Garda Vetting | <p>City of Dublin ETB is registered with the National Vetting Unit (NVU) which provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of the organisations recruitment and selection process, offers of employment will be subject to NVU disclosures, where applicable.</p> <p>City of Dublin ETB reserves the right to re-vet all staff employed in positions that entail working with children and vulnerable adults at any time during their employment.</p> | | | | | | | | |
| Sick Leave and Special Leave | Sick leave and special leave may be allowed in accordance with the conditions in force for the time being for Officers employed under the Schemes of Education and Training Boards. | | | | | | | | |
| Superannuation & 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, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension | | | | | | | | |

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| | <p>Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie.</p> <p>Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.</p> <p>Key provisions attaching to membership of the Single Scheme are as follows:</p> <ul style="list-style-type: none"> • Pensionable Age: The minimum age at which pension is payable is 66 (retirement age is linked to State Pension Age). • Retirement Age: Scheme members must retire on reaching the age of 70. • Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI). • Post retirement, pension increases are linked to CPI. |
| Pension Abatement | <p>If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.</p> <p>However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, 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.</p> |
| Department of Education Early Retirement Scheme for Teachers Circular 102/2007 | <p>The Department of Education 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).</p> |
| Exclusions | <p>Candidates should note that persons who have taken part in Public Service early retirement schemes including the following are not eligible to take part in this competition:</p> <p>Incentivised Scheme for Early Retirement (ISER): It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.</p> <p>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-</p> |

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| | <p>employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. Persons who availed of either of these schemes are not eligible to take part in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).</p> <p>Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013: The Department of Environment, Community & Local Government Circular Letter LG (PP) 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 below, 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 two 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).</p> <p>Collective Agreement Redundancy Payments to Public Servants: The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel officers introduced, with effect from 1st 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 Payment 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 interests Acts 2009 – 2011) for a period of two years from termination of the employment. People who have availed of this scheme a who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).</p> |
| Ill Health Retirement | Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment. |
| 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 pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment. |
| Additional Superannuation Contribution | Please note that an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017 is payable for this employment. |
| Declaration | Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement, including schemes not specifically mentioned above. 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. |
| Referees | <p>Candidates must supply details of two referees on their application form, please note that these referees should have knowledge of you and your work to whom professional reference can be made. One of which should be your current or most recent employer.</p> <p>Referees may be contacted pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.</p> |

Notes:

- Please note that it is the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when forwarding applications are not the responsibility of City of Dublin ETB. Therefore, candidates are strongly advised to submit applications well before the 12 Noon deadline on the specified closing date.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications may not be considered.
- All enquiries regarding your application should be made to applications@cdetb.ie. You must use the post reference in the subject line of the email.
- Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after appointment, in summary dismissal.
- Selection will be by the way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.
- Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by City of Dublin ETB.

Completed online applications should be submitted no later than:

12 noon on Monday 18th August 2025

Late applications will not be accepted. Shortlisting may take place.

Canvassing will disqualify.

City of Dublin Education and Training Board is an equal opportunities employer.