

**Confined Competition:
Education and Training Sector Candidate Pool
Grade VII – Senior Business Analyst
Initial Assignment: SUSI, MySUSI
Specific Purpose Contract
Ref: G7SPMS26**

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.

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.

Proposed Timeframe	Shortlisting will take place week commencing: 15 th June 2026 Interviews will commence week beginning: 22 nd June 2026 <i>*All dates are subject to change and are for guidance only</i>
Location of Position	The position will be based in SUSI, Shelbourne Road, Dublin 4.
Salary	For persons entering public service for the first time, starting pay will be at the minimum point of the Grade VII Salary Scale, €60,610. 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	29 Working Days Per Annum
Hours of Work	35 Hours per week
Summary of Position	SUSI is delivering a large-scale, multi-year ICT transformation programme (MySUSI) to modernise and improve the end-to-end processing of student grant applications. The programme aims to enhance digital services for applicants, streamline and standardise internal processing, and enable effective integration with key external data sources and partner systems, in line with public service digital transformation objectives. Reporting to the Analysis and Research Lead, the Senior Business Analyst provides advanced business analysis expertise and plays a key role in shaping and delivering programme outcomes. The role leads on business process redesign, user needs definition, and operational readiness activities, ensuring that business inputs are robust, evidence-based, and aligned with user and organisational requirements. The Senior Business Analyst takes ownership of complex analysis workstreams, supports the development of high-quality requirements and design artefacts, and ensures that

	<p>business needs are effectively translated into practical, scalable ICT and service solutions.</p> <p>Working across programme areas, the Senior Business Analyst engages with senior stakeholders, ICT, and external delivery partners to drive clarity, alignment, and informed decision-making. The role contributes to programme governance and design assurance, supporting quality review, testing, and implementation readiness, and ensuring that solutions remain aligned with legislative, policy, and operational frameworks. In addition, the Senior Business Analyst provides guidance and direction to Business Analysts, promotes consistency in analysis approaches, and contributes to continuous improvement, helping to embed effective ways of working across the programme lifecycle.</p>
<p>Essential Requirements</p>	<p>Candidates must-</p> <ul style="list-style-type: none"> • Be currently employed within the Education and Training Sector candidate pool. • Have at least two years in a Grade III post or equivalent, or higher, in the Education and Training Sector. • Have successfully completed their probation period, or have successfully completed a probation period at a lower eligible grade. • Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable standard to Leaving Certificate or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. • Have the requisite knowledge, skills and competencies to carry out the role - competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service attached hereto. • Be capable and competent of fulfilling the role to a high standard.
<p>Desirable Requirements</p>	<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"> • A degree equivalent to level 7 or higher on the National Framework of Qualifications (or in such other relevant discipline as may be considered appropriate in the discretion of City of Dublin ETB): AND/OR substantial experience at a level appropriate to the role in an area of work relating to one or more of the below and considered by City of Dublin ETB to be both sufficient and relevant to the key responsibilities for the role outlined further above. • Minimum of 3 years' experience in business analysis, service delivery, or process improvement roles. • Qualifications or experience in business analysis, change management, or service design. • Demonstrated experience supporting ICT-enabled transformation projects or programmes. • Exposure to public sector ICT or transformation environments. • Familiarity with project delivery methods (e.g. Agile, Waterfall) and systems development lifecycles. • 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. • Excellent communication, facilitation, and stakeholder engagement skills. • Ability to translate business needs into clear, actionable requirements.

Principal Duties and Responsibilities

Reporting to the Analysis and Research Lead, the Senior Business Analyst will be responsible for:

Business Process Support

- Provide expert input into the documentation and improvement of current business processes.
- Drive the development of future state processes aligned with system capabilities and user needs.
- Contribute to gap analyses, readiness assessments, and process impact reviews.
- Lead closely with business analysts to refine workflows and ensure that business process maps are accurate and fit for purpose.

Requirements & Documentation

- Own the elicitation and documentation of functional and non-functional requirements.
- Validate proposed solutions against business needs and process constraints.
- Participate in workshops, interviews, and focus groups to gather user insights.
- Contribute to the preparation of business cases, user stories, and acceptance criteria.

Collaboration & Engagement

- Act as a liaison between operational teams and the project team to ensure mutual understanding.
- Drive stakeholder engagement activities by providing subject matter input on business operations and requirements.
- Contribute to the development of training materials, user guidance, and support documents.
- Provide line management, guidance, and mentoring to Business Analyst(s) to support effective delivery and capability development.

Delivery Support

- Support and oversee preparations with the business for system rollout and process changes.
- Support test case development, user acceptance testing (UAT), and pilot activities.
- Help ensure business readiness by contributing to transition plans and go-live support.

Project management:

- Maintain the workstream schedule and monitor interdependencies between workstreams.
- Track progress against milestones, identifying variances and supporting corrective actions.
- Support risk, issue, dependency, and change control processes.
- Assist in the preparation of relevant programme documentation, dashboards, and briefing materials.

Key Deliverables

- Management and support of the business analyst.
- Development and management of solution artefacts and supporting documentation.
- Development and management of business requirements and user stories linked to business needs across the SDLC.
- Inputs to impact assessments, readiness reviews, and options appraisals.
- UAT guidance and development of support materials, training inputs, and user guidance content.
- Contributions to lessons learned and post-implementation reviews.
- Any additional key deliverables as directed by the Programme Manager.

Competencies

Team Leadership

- Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise.
- Provides clear information and advice as to what is required of the team.
- Strives to develop and implement new ways of working effectively to meet objectives.
- Leads the team by example, coaching and supporting individuals as required.
- Places high importance on staff development, training and maximising skills and capacity of team.
- Is flexible and willing to adapt, positively contributing to the implementation of change.

Analysis & Decision Making

- Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors.
- Takes account of any broader issues and related implications when making decisions.
- Uses previous knowledge and experience in order to guide decisions.
- Makes sound decisions with a well-reasoned rationale and stands by these.
- Puts forward solutions to address problems.

Management & Delivery of Results

- Takes responsibility and is accountable for the delivery of agreed objectives.
- Successfully manages a range of different projects and work activities at the same time.
- Structures and organises their own and others work effectively.
- Is logical and pragmatic in approach, delivering the best possible results with the resources available.
- Delegates work effectively, providing clear information and evidence as to what is required.
- Proactively identifies areas for improvement and develops practical suggestions for their implementation.
- Demonstrate enthusiasm for new developments / changing work practices and strives to implement these changes effectively.
- Applies appropriate systems / processes to enable quality checking of all activities and outputs.
- Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers.
- efficiencies.

Interpersonal & Communication Skills

- Builds and maintains contact with colleagues and other stakeholders to assist in performing role.
- Acts as an effective link between staff and senior management.
- Encourages open and constructive discussion around work issues.
- Projects conviction, gaining buy-in by outlining relevant information and selling the benefits.
- Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances.
- Presents information clearly, concisely and confidently when speaking and in writing.

Specialist Knowledge, Expertise and Self Development

- Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department / Organisation and effectively communicates this to others.
- Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work.
- Focuses on self-development striving to improve performance.

	<p>Drive & Commitment to Public Service Values</p> <ul style="list-style-type: none"> • Strives to perform at a high level, investing significant energy to achieve agreed objectives. • Demonstrates resilience in the face of challenging circumstances and high demands. • Is personally trustworthy and can be relied upon. • Ensures that customers are at the heart of all services provided. • Upholds high standards of honesty, ethics and integrity. <p>Note: Having read the competencies and thought about the demands of the role, for each of the above 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" data-bbox="496 633 1513 792"> <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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<p>Terms & Conditions of Appointment</p>	<ul style="list-style-type: none"> • A specific purpose appointment for the purpose of fulfilling the role of Business Analyst for the MySUSI Programme. • 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, not to a particular centre. City of Dublin ETB reserves the right to transfer Officers as the needs of the organisation dictates. • 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. • External work may not be undertaken without the prior consent of City of Dublin ETB. 								
<p>Citizenship Requirements</p>	<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. Please visit the link below for updates to these requirements:</p> <p>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>								
<p>Termination</p>	<p>The appointment will be terminated by one month's notice in writing on either side.</p>								
<p>Garda Vetting</p>	<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>								

<p>Sick Leave and Special Leave</p>	<p>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.</p>
<p>Superannuation & Retirement</p>	<p>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 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.
<p>Pension Abatement</p>	<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>
<p>Exclusions</p>	<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-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</p>

	<p>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>
<p>Ill Health Retirement</p>	<p>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.</p>
<p>Pension Accrual</p>	<p>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.</p>
<p>Additional Superannuation Contribution</p>	<p>Please note that an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017 is payable for this employment.</p>
<p>Declaration</p>	<p>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.</p>
<p>Referees</p>	<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 directly pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.</p>

Notes:

- Applicants must create a profile in order to apply for positions via our online system, which can be done through the link application link.
- Creating a profile is NOT applying for a position.
- After a profile is created only then can positions be applied for. The system will generate an email advising that a position has been applied for, and will provide the reference number, if you do not receive this confirmation you have not applied for the position.
- Candidates with queries should contact applications@cdetb.ie for assistance quoting the reference number, however candidates with technical queries should use the help function available at the login area in the first instance.
- 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 Friday 12th June 2026

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.

**Dr. Christy Duffy
Chief Executive.**