



**CANDIDATES INFORMATION BOOKLET
PLEASE READ CAREFULLY**

Household Services Manager – Grade VI

Oberstown Children Detention Campus
Department Of Children, Equality, Disability, Integration and Youth

**CLOSING DATE: 31st July 2024
Late applications will not be accepted**

The Oberstown Children Detention Campus is committed to a policy of equal opportunity.



Oberstown Children Detention Campus

Company background

Oberstown Children Detention Campus (Oberstown) is a national service that provides a safe and secure environment for young people remanded in custody or sentenced by the Courts for a period of detention. We are located on a single site in Oberstown, Lusk, Co Dublin.

Oberstown falls under the aegis of the Children Detention Schools Unit in the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) – formerly the Department of Children and Youth Affairs. Oberstown operates under a single Board of Management, which is appointed by the Minister for Children, Equality, Disability, Integration and Youth.

The principal objective of the campus under the Children Act 2001 is to provide appropriate care, education, training and other programmes to young people between 12 and 18 years with a view to reintegrating them successfully back into their communities and society. The framework for providing these objectives is through CEHOP® which focuses on providing Care, Education, Health and wellbeing interventions, Offending behaviour programmes and Preparation for leaving.

Oberstown works with a range of other agencies and disciplines to meet the care needs of its young people while on campus. Placement planning is a priority to ensure that time spent on campus is as effective as possible to achieve best outcomes for each young person.

More information on the Oberstown Children Detention Campus is available on at www.oberstown.com.

Household Services Manager in the Oberstown Children Detention Campus

Job Title and Grade: Household Services Manager, Grade VI

Competition Reference: C09 – HSM 2024

Closing Date: Wednesday 31st July 2024 at 3pm

Location of Post: Oberstown, Lusk, Co Dublin

Employer

The person appointed will be employed by the Board of Management of the Oberstown Children Detention Campus.

Reporting Relationship

The position of Household Services Manager will lead the delivery and implementation of the organisations household services and functions to the highest standard. The position of Household Services Manager will work with and be accountable to the Deputy Director or his/her delegate.

The Purpose of the Post

The purpose of this role is to provide the highest standards of household management on the Oberstown Campus for the Young People in our care and our colleagues on campus. This leadership role is responsible for managing the Household Team in Oberstown. This involves managing the household functions including fulfilling the statutory and regulatory functions. The role also involves carrying out other appropriate tasks delegated by the Deputy Director, the Director or a delegated authority.

The Household Services Management Structure is responsible for a campus wide service which ensures the highest standards of cleanliness are provided throughout the campus. Ensuring that campus policies and procedures in all aspects of hygiene are adhered to. You will be responsible for planning, directing, organising and managing the household services team and their work throughout the campus. You will also be responsible for the supervision, deployment, rostering and recording attendance of the household staff.

Principal Duties and Responsibilities:

- Develops relevant policies, procedures, processes and schedules.
- Plan and schedule deep cleaning in accordance with defined schedules and as requested by management.

- Monitor and report on the quality of services delivered, identify opportunities for improvement and initiate measures to accomplish same.
- Assist with establishment, maintenance and review of procedures, systems and record, to maximise the efficiency of household services.
- Inspect all cleaning equipment and appliances on a regular basis. Assist in the selection and utilisation of appropriate materials and mechanical equipment and arrange for its care and maintenance in line with Health and Safety, HIQA and legislative requirements.
- Promote a professional image, establish and maintain standards and work procedures for cleaning staff in accordance with established national and campus policies.
- Prepare, authorise and submit appropriate documentation including invoices to the finance office in a timely manner.
- Management and control of requisitioning and custody of stock outside main supplies on a computer based system.
- Implement and monitor service contracts pertaining to household department in accordance with standards and in association with deputy director as necessary.
- Implementation and monitor of relevant guidelines / directives under Irish and European Legislation.
- Management and monitoring auditing systems in place and provision of reports to department heads / managers / senior management team as required.
- Ensure formal and informal auditing is completed to ensure compliance standards are achieved and action plans are put in place.
- Participate in all relevant committees are required.
- Be responsible for the requisitioning, custody and control of household staff uniforms and protective clothing e.g. safety shoes, and to keep such related records as may be required. This will involve liaison with suppliers, accounts office and the relevant department heads.

Staff Management

- Management of staff within approved ceiling to ensure that staff levels and skill mix are appropriate and within the resource allocation e.g. rostering.
- Participate in the recruitment, selection and training of staff in line with campus procedures and ensure all new staff are properly inducted into the department before taking up duties.
- Implement orientation and training of new household staff, in-service training and up-skilling of existing staff. Ensure staff attend relevant mandatory training programmes and staff training attendance records are maintained.
- Continuously review staff performance and take appropriate action where necessary. When required utilise the disciplinary policy of the campus.
- Ensure all health and safety regulations, fire orders and campus policies and procedures are accessible to household staff and emphasising their responsibility as employees to their compliance with them.
- Promote good industrial relations in employment practices.
- Promote a culture of openness where good practices can be both challenged and shared. Ensure that respect and dignity in the workplace is adhered to in all interactions with colleagues and intervene where standards fall short in this regard.
- Provide leadership and support initiative (e.g. staff suggestions) and decision making amongst staff.
- Ensure compliance with Oberstown policies in respect of annual leave, sick leave and all other relevant policies.
- Proactive management of household staff leave and attendance in liaison with the human resources department

- Preparation of duty and holiday rotas for staff and arranging reliefs where approved.
- Investigate, report and follow up on all occupational incidents and accidents sustained by staff and incidents involving household staff.
- Provide written reports as required/requested to the deputy director.
- Monitor first aid kits in the approved locations on a routine basis and advise health and safety officer of results.
- To undertake any other duties this may be assigned from time to time.
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For any queries or more information on this role please contact the HR department at HR@oberstown.com or call 01 852 6433.

The above is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Eligibility Criteria

Applicants must by the closing date of application have the following:

- A qualification at degree level on the National Framework of Qualifications. (Essential)
- Minimum of 3 years' experience in a supervisory capacity within hospitality/healthcare/housekeeping sector. (Essential)
- Must possess appropriate ICT Skills, e.g. proficiency in Word, Excel, e-mail etc.
- Excellent organisational skills with the ability to manage and prioritise tasks in an effective manner to meet deadlines.
- Excellent relationship management skills.
- Proven problem-solving skills
- Well-developed interpersonal skills with the proven ability to engage effectively and appropriately with internal and external stakeholders.
- Have a demonstrable can-do attitude and a proven ability of dealing and operating within changing task requirements.
- Demonstrates flexibility and openness to change.
- Ensures that customer service is at the heart of own work.
- Acts with integrity and encourages this in others.
- Strong negotiator with excellent influencing skills.
- Good knowledge of the cleaning procedures.

Leadership

- Actively contributes to the development of the strategies and policies of Oberstown
- Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise. Follow up on any performance or behaviour issues contemporaneously.
- Leads and maximises the contributions of the team as a whole by creating an esprit de corp in household services.
- Considers the effectiveness of outcomes in terms wider than own immediate area.

- Clearly defines objective/ goals and delegates effectively, encouraging ownership and responsibility for tasks.
- Develops the capability of others through feedback, coaching and creating opportunities for skills development. Takes a pro-active approach to talent development within the team.
- 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. Networks to ensure industry leading approach.
- Understands complex issues quickly, accurately absorbing and evaluating data, must be computer literate to a good level.
- 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 but fair 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 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
- Manages boundaries well in the campus and establishes constructive relations with the management cadre.
- Promotes teamwork within the section, but also works effectively on projects across departments.
- Maintains poise and control when working to influence others.
- Instils a strong focus on Customer Service in his/her area and leads through examples of this important element of work.
- 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, committees, Boards, public service colleagues etc.

Driving Licence

Successful candidates will be required to hold a current full clean manual Driving Licence or be willing to work towards obtaining there full manual Driving Licence.

Health

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

Character

Each candidate for and any person holding the office must be of good character.

Age

Age restrictions shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation Act 2004). A candidate who is not classified as a new entrant must be under 65 years of age.

Communication

Candidates must have a good command of the English language.

Principal Conditions of Service**General**

The appointment is made under Section 180 of the Children (Amendment) Act 2015.

Salary

The current salary for the position (effective 1st June 2024) is as follows:

Personal pension contribution (PPC) rate:

Grade VI from €55,093 to €67,308 per annum.

This rate will apply where the appointee is newly recruited to the civil or public service or 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 may apply where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a personal pension contribution.

Important Notes relating to Salary:

Candidates should note that entry will be at the minimum of the scale and will not be subject to negotiation. The rate of total remuneration may be adjusted from time to time in line with Government pay policy as applying to public servants generally.

Subject to satisfactory performance, increments may be awarded in line with current Government policy.

Tenure and Probation

The appointment will be made as a whole-time permanent position in the Public Service.

The individual must serve a probationary period of 9 months.

Should the appointee's services be unsatisfactory as regards health, conduct or efficiency generally during the probationary period, the position may be terminated at any time by the Board of Management.

Location

Oberstown Detention Campus is currently based in Lusk, Co. Dublin.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less 35 hours 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

In addition to the usual public holidays, the annual leave for this position is **30 working days**.

Sick Leave

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

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the public service, at the time of being offered an appointment.

In general, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Single Scheme can be found at <http://www.singlepensionscheme.gov.ie/>. The maximum retirement age for most Single Scheme members is age 70.

Different terms and conditions related to superannuation and retirement may apply to candidates who have 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 is on special leave with or without pay. The pension entitlements and maximum retirement age, if applicable, of such appointees will be determined in the context of their public service employment history.

IMPORTANT NOTICE

Candidates should note that different terms and conditions may apply if, **immediately prior to appointment**, the appointee is already a serving civil or public servant.

The above outlines the principal conditions of service and is not intended to be a 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.

Eligibility

Citizenship

Candidates should note that eligibility to compete for posts is confined 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 agreements may also apply.

Certain Restrictions on Eligibility

Eligibility to compete may be affected where applicants were formerly employed by a Public Sector body and previously availed of a Public Service Redundancy or Incentivised Retirement Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Department of Environment, Community & Local Government Circular (Letter LG (P) 06/2013)
- Collective Agreement: Redundancy Payments to the Public Service

Incentivised Scheme for Early Retirement (ISER):

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance [Circular 12/2009](#) 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.

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 moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER scheme that persons will not be eligible for re-employment in any Public Sector body] as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. 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).

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 Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Additional Conditions of Service

Pension Accrual

The Public Service Pensions (Single Scheme and other Provisions) Act 2012 introduced 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. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension Abatement

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 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 body will support an application for an abatement waiver in respect of appointments to this position.

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.

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.

The Application and Selection Process

How to Apply

Applications must be made by submitting the following documents:

- A **short cover letter** outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position.
- A comprehensive **CV**, which must include an outline of your education to date (including level on NFQ) and months of work experience to date.
- Completion of the **competency questions form** (available to download from www.oberstown.com)

Applicants should send a CV, cover letter and a competency based application form to RecruitmentMail@oberstown.com by the **31st July 2024** at 3pm.

Only fully submitted applications will be accepted into the campaign. 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 Oberstown is satisfied that such a person fulfils the essential requirements.

Incomplete or late applications will not be accepted.

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).
- case study/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.

Please Note

We endeavour to give as much notice as possible for interview dates etc.; candidates should make themselves available on the date(s) specified by Oberstown Children Detention Campus.

Shortlisting

The number of applications received for a position generally exceed that required to fill 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, Oberstown Children Detention Campus may decide that a smaller number will be called to the next stage of the selection process. In this respect, the Oberstown Children Detention Campus provide for the employment of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience.

An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

References

Candidates who are successful at interview will be requested to provide details of three referees. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment.

Security Clearances

Appointments will be subject to successful Garda vetting of the candidate. Garda vetting will be sought in respect of individuals who come under consideration for appointment.

Candidates who have lived outside this jurisdiction should obtain documentary evidence of the results of a criminal record check through the relevant authorities in those countries where they have resided. Candidates who have lived outside this jurisdiction will also be required to make or swear a declaration that they have no previous convictions in any jurisdiction. Failure to supply this information may jeopardise or delay the offer of employment.

Prior to recommending any candidate for appointment to this position, Oberstown 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.

Other important information

Oberstown 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 Oberstown and/or employing authority is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Should a person recommended for appointment decline, or having accepted it, relinquish it, Oberstown may at its discretion, select and recommend other persons for appointment on the results of this selection process.

Successful candidates may be placed on a panel from which future vacancies may be filled.

Deeming of candidature to be withdrawn

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

Candidates' Obligations

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 and /or imprisonment.

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

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

GDPR Privacy Statement- Recruitment Process

Purpose of Processing

Oberstown Children Detention Campus conducts a competency based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV, cover letter and complete the competency questions form for assessment by the interview panel. For the successful candidate, some of the information provided will form the basis of the contract of employment (e.g. address)

Legal Basis for Processing

- Necessary for performance of a contract or to enter into such a contract
- Compliance with legal obligation (Terms of Employment Information Act)

Recipients

The following shall receive your information for reasons outlined below:

Recipient	Reason
HR (internal)	Storing job applications, acknowledging responses and corresponding with applicants
HR (external Service provider)	If outsourced support is sought, our outsourced HR provider may receive applications to assist with elements of administration, or to manage the entire recruitment process
Interview Panel	The Interview Panel will receive your CV, Cover Letter and Competency Based questions to conduct shortlisting and assessing applicants
Referees	Applicants are asked to provide references who can be contacted to validate work records and/or comment on suitability of the applicant for the position applied for. These shall be contacted and the applicants name will need to be provided to receive the reference.
Occupational Health Practitioner	We will use your personal details to refer you to the Occupational Health practitioner if considered for appointment

Details of Data Transfers Outside the EU

This does not apply to this process.

Automated Decision Making

This does not apply to this process.

Retention Period for Data

For unsuccessful candidates, CV, cover Letter, competency based questions and correspondence shall be retained for 12 months. For successful candidates, their CV, cover Letter, competency based questions will be placed on their employee file and retained during their employment and for an appropriate period thereafter.

Your GDPR Rights in Relation to this Process

Right	Explanation
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Access	You can request and receive access to the information requested in the process at any time.
Portability	You can request and receive a copy of this data, in electronic/transferable format, at any time
Erase	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can have any incorrect information, due to this being updated or otherwise, to be corrected.
Objection	You can object to this information being processed
Complain	You can make a complaint to our internal Data Protection Officer (contact details outlined below) and/or make a complaint to the relevant supervisory authority – Data Protection Commission in Ireland.

The Organisation holds personal data about **you** which is subject to the Data Protection Act, 2018 and the General Data Protection Regulations 2018 (GDPR). Under the Act and the Regulations it is necessary for the performance of this contract to provide Oberstown with personal and sensitive personal information for the purposes of the administration and management of your employment and/or Oberstown's operations. This personal data may be processed manually or electronically as required.

You are also required to abide to the provisions of the Data Protection Act 2018 and the GDPR 2018 and any regulations made thereunder or amending or superseding legislation in respect of computerised or manual records relating to personal data.

Oberstown Privacy Notice can be accessed on <https://www.oberstown.com/privacy-policy/> for your further information.