

Head of Corporate Services

Job Specification & Terms and Conditions

Job Title and Grade	Head of Corporate Services
Closing Date	Friday 08 August 2025 @ 5pm
Location of Post	Oberstown Children Detention Campus
Contract Type	Permanent contract
Salary Scale	The salary for this post ranges from €104,971 to €129,841 per annum (Principal Officer – Standard Scale)
Working Hours	Hours of attendance will be fixed from time to time but will amount to not less than 37 hours net per week.
Annual Leave	30 days annual leave pro rata
Reporting Relationship	<p>The Head of Corporate Services will report to and work closely with the Director. The Head of Corporate Services will provide updates to the Oberstown Board and work with relevant Board sub Committees as required.</p> <p>The Head of Corporate Services will have line management responsibility for HR, Finance, Communications and IT.</p>
Purpose of the Post	<p>We have recently undergone an organisation design (OD) process to determine the relevant and right capabilities at senior management, and throughout the organisation, to enable Oberstown to deliver the Organisational Strategy and optimise business processes and operations.</p> <p>Oberstown Children Detention Campus is now seeking a Principal Officer as Head of Corporate Services. This senior leadership position is an exciting and challenging role for an experienced manager who can demonstrate an excellent working knowledge of relevant areas of financial management, human resources, information management and technology, strategic planning, along with a proven track record in the management and delivery of corporate services.</p> <p>As a member of the Senior Management Team, the successful candidate will play a key role in the organisation by influencing its capacity to perform its functions effectively in a complex environment. The position offers an opportunity for an ambitious, enthusiastic and committed professional with a strong commitment to serving the public interest, to influence and contribute to the development of the Campus.</p>

	<p>The newly created role of Head of Corporate Services will have oversight responsibility for:</p> <ul style="list-style-type: none"> • Finance Management • Business Strategy • Human Resources • Information Management & Technology • Strategic Planning
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Principal Duties and Responsibilities

- Lead out in the development and management of all internal support systems to ensure they operate efficiently and effectively, including human resources, financial management, information systems, procurement and organisational change.
- Lead out in the design, development and implementation of the organisations People Strategy that focuses on recruitment, retention and management of people to ensure high performance, with an emphasis on development, talent and future proofing the organisation.
- Responsible for the Strategic leadership of Oberstown's financial affairs, developing and recommending budget and financial planning strategies, budget monitoring and reporting to the Director, providing all appropriate assurances to the Board, Director and to the Department of Children, Equality, Disability, Integration and Youth.
- Responsible for strategic and operational leadership of the human resources function and the provision of advice on personnel matters to the Director and senior leadership team, including oversight of development and review of people strategies, policy proposals and procedures on personnel matters including recruitment, staff appraisal, training and development, payroll, pensions and employee relations.
- Responsible for strategic leadership of the information and oversight of ICT strategy development and implementation while also ensuring Oberstown ICT systems are secure, up to date and fit for purpose at all times.
- Working with the Director and senior leadership team, to develop corporate and business plans, and lead in the development of a coherent corporate services strategy through achievable action plans.
- Responsible for the oversight of all Garda vetting processes for staff in the employment or service of Oberstown, including the management of the information provided and ensuring information governance related legal requirements are met.
- To develop plans across Corporate Services to support implementation of the agreed business strategies for Oberstown, which are focused on delivering Oberstown's objectives and priorities and which mitigate all identified risks.
- Fostering a values based culture of accountability, innovation, continual learning, staff development and wellbeing. To develop an organisational culture of continuous improvement, collaboration and value for money.
- Driving high performance to ensure daily operations support delivery of strategic outcomes.

- Establishing good working relations with key stakeholders and manage relationships effectively with key external contractors and suppliers.
- Develop and co-lead the senior leadership team and ensure structured leadership collaboration and engagement including but not limited to regular planned and unplanned leadership team meetings.
- Liaising with the Department of Children, Equality, Disability, Integration and Youth on reporting mechanisms, staffing, management framework, financial delegation etc.
- Representing the Director and Oberstown where appropriate.
- Working closely with and inputting to the Oberstown Board of Management and relevant Board Sub Committees to ensure they are kept up to date on all strategy implementation and business transformation initiatives.
- Staying up-to-date with industry trends, emerging risks, and regulatory changes to ensure that the organisation's strategy remains relevant and effective.
- Working with senior managers to develop a positive and inclusive working environment.
- Providing support across performance management framework as appropriate.

The above duties are not intended to be a comprehensive list of all responsibilities 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.

Confidentiality

In the course of employment, the successful candidate will have access to, or hear information concerning the medical or personal affairs of young people and/or staff, or other service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, young people or other service business be divulged or discussed except in the performance of normal duty. In addition, physical and electronic records must never be treated in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required.

Professional Knowledge & Experience

Candidates must be able to demonstrate clearly at interview that they possess the full range of competencies as set out below.

Leadership & Strategic Direction

- Excellent communication and interpersonal skills including the ability to present information in a clear and concise manner.
- Leads the team, setting high standards, tackling any performance problems & facilitating high performance.
- Facilitates an open exchange of ideas and fosters an atmosphere of open communication.
- Contributes to the shaping of Oberstown's strategy and policy.
- Develops capability and capacity across the team through effective delegation.

- Develops a culture of learning & development, offering coaching and constructive / supportive feedback.
- Leads on preparing for and implementing significant change and reform.
- Anticipates and responds quickly to developments in the sector/ broader environment.
- Actively collaborates with other Departments, Organisations and Agencies.

Judgement & Decision Making

- Identifies and focuses on core issues when dealing with complex information/ situations.
- Assembles facts, manipulates verbal and numerical information and thinks through issues logically.
- Sees the relationships between issues and quickly grasp the high level and socio-political implications.
- Identifies coherent solutions to complex issues.
- Takes action, making decisions in a timely manner and having the courage to see them through.
- Makes sound and well informed decisions, understanding their impact and implications.
- Takes accountability for their decisions.
- Strives to effectively balance the sectoral issues, political elements and the citizen impact in all decisions.

Management & Delivery of Results

- Initiates and takes personal responsibility for delivering results/ services in own area.
- Balances strategy and operational detail to meet business needs.
- Manages multiple agendas and tasks and reallocates resources to manage changes in focus.
- Makes optimum use of resources and implements performance measures to deliver on objectives.
- Ensures the optimal use of ICT and new delivery models.
- Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements.
- Instils the importance of efficiencies, value for money and meeting corporate governance requirements.
- Ensures team are focused and act on Business plans priorities, even when faced with pressure.

Building Relationships & Communication

- Ability to influence at all levels of the organisation.
- Speaks and writes in a clear, articulate and impactful manner.
- Actively listens, seeking to understand the perspective and position of others.
- Manages and resolves conflicts / disagreements in a positive & constructive manner.
- Works effectively within the political process, recognising & managing tensions arising from different stakeholders perspectives.
- Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals.

- Proactively engages with colleagues at all levels of the organisation and across other Departments/Agencies.
- Organisations and builds strong professional networks.
- Makes opinions known when s/he feels it is right to do so.

Specialist Knowledge, Expertise & Self Development

- Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department/ Organisation.
- Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role.
- Maintains a strong focus on self-development, seeking feedback and opportunities for growth.

Drive, Commitment & Public Service Values

- Consistently strives to perform at a high level.
- Brings a pro-active and 'can-do' approach everyday.
- Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues.
- Contributes positively to the corporate agenda.
- Is personally trustworthy, honest and respectful, delivering on promises and commitments.
- Ensures the citizen is at the heart of all services provided.
- Is resilient, maintaining composure even in adverse or challenging situations.
- Promotes a culture that fosters the highest standards of ethics and integrity.

Eligibility Criteria Qualifications and/ or experience

Qualifications

The selection criteria below outline the qualifications, skills, knowledge and/or experience that the successful candidate will need to demonstrate for successful discharge of the responsibilities of the post.

Applications will be assessed on the basis of how well candidates satisfy these criteria.

Essential Criteria

- A qualification at level 8 or higher on the National Framework of Qualifications.
- At least 7 years' experience in a senior leadership role, ideally in a complex environment, managing multiple projects with a range of stakeholders, with a proven track record of success in either human resources, financial management or organisational change in a multi-disciplinary context linking service delivery to strategic objectives.

Desirable Criteria

- Experience of leading Corporate Services functions, including for example, Finance, Human Resources, ICT, Procurement with the capacity to quickly acquire an understanding of, and appreciation for, the Organisation's role and objectives and of the context within which it operates.
- Understanding of budgetary responsibility, including general corporate financial processes.
- Evidence of handling highly complex organisational matters and difficult situations with diplomacy and tact.
- Knowledge and experience of dealing with complex ICT systems and interface with partner organisations and departments.
- Demonstrable experience of leading and managing Corporate Services teams and supporting organisational development and change at a senior level.
- Demonstrable experience of providing effective leadership, and motivating and supporting a team.
- Knowledge and experience of HR legislation, procedures and best practice.
- Experience of dealing with staff representative bodies and third party resolution mechanisms.
- Ability to analyse complex and diverse information and communicating this effectively to colleagues.
- A willingness and capacity to assume the levels of responsibility and accountability required to carry out a range of professional and management functions and be comfortable carrying out those responsibilities from time to time in public.
- Excellent communication, interpersonal and relationship management skills and the capacity to influence and work effectively with a broad range of internal and external stakeholders in a constructive manner.
- Sound judgement, problem solving and decision making skills;
- Self-motivation, commitment and energy, with a passion to serve and protect the public interest
- Ambition to deliver on demanding strategic development targets with strong personal and professional credibility.
- Public sector experience or demonstrable capacity to quickly acquire an understanding of same.
- Be a member of a prescribed professional body.

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 work experience to date.
- (Please also outline that you are in receipt of an up-to-date full Irish Driving Licence.)

- Completion of the competency questions form (available to download from www.oberstown.com)

In order to apply for the post of **Head of Corporate Services**, please forward the above requested information via email to alex.noble@stafflinerecruit.com **before Friday 08 August 2025 @ 5pm.**

Selection Methods

Oberstown will run the selection process in accordance with best recruitment practices. The approach employed comprise of a series of assessments administered over a number of stages, which 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 final competitive interview which may include a presentation.

Shortlisting

In the event of a shortlisting exercise being employed, an expert board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

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.

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.

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.

Candidates should make themselves available on the date(s) specified by Oberstown.

Successful candidates may be placed on a panel from which future vacancies may be filled. This panel will initially be for a 12-month period with the possibility of an extension by a further 12 months.

Confidentiality

Subject to the provisions of the Freedom of Information Acts 1997 and 2013, applications will be treated in strict confidence.

All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those who are directly involved in the selection process.

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

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by 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.

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, which will include sporting and leisure activities as well as an ability to be fully involved in physical restraints where necessary (training will be provided).

Character

Each candidate must be of good character.

Age

Candidates should be aware that a maximum recruitment age will apply to this competition. Candidates must not yet be 67 years of age on the closing date and time for the competition.

Other requirements of the role

Driving Licence

Successful candidates will be required to hold a current full clean Driving Licence – Category B, prior to commencement of employment.