

CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

**Executive Officer, Consumer Affairs
The Health Insurance Authority**

Closing Date: 12 noon on Monday, 10 December, 2018

The Health Insurance Authority is an equal opportunities employer.

Table of Contents

Background Information	3
Statutory Functions.....	3
The Role	5
Education, Requirements and Competencies.....	5
Principal Conditions of Service.....	6
Title	6
Level	6
General.....	6
Pay.....	6
Tenure	6
Headquarters	6
Hours of attendance	7
Annual Leave.....	7
Sick Leave	7
Superannuation and Retirement	7
Pension-Related Deduction	7
The Competition Process	10
How to Apply.....	10
Closing Date	10
Confidentiality.....	10
Candidates' Obligations	10

Background Information

The Health Insurance Authority (“the Authority”) is an independent regulator for the private health insurance market in Ireland. The Authority was established on 1 February, 2001 under The Health Insurance Act, 1994, as amended (the Health Insurance Acts). The Authority carries out the statutory functions set out in the Acts as described in this document.

Statutory Functions

The Health Insurance Acts provide for the regulation of the business of private health insurance in Ireland following the enactment of the European Union "Third Non-Life Insurance Directive". This Directive sets out the requirements of the internal market for Member States regarding non-life insurance, including health insurance. This European legislation allows individual Member States to adopt the specific requirements in a manner most appropriate to their particular national legal system and national healthcare system.

The Health Insurance Acts set out the principal objective of the Authority as follows:

“The principal objective of this Act is to ensure that, in the interests of the common good and across the health insurance market, access to health insurance cover is available to consumers of health services with no differentiation made between them (whether effected by risk equalisation credits or stamp duty measures or other measures, or any combination thereof), in particular as regards the costs of health services, based in whole or in part on the health risk status, age or sex of, or frequency of provision of health services to, any such consumers or any class of such consumers, and taking into particular account for the purposes of that objective-

- a) the fact that the health needs of consumers of health services increase as they become less healthy, including as they approach and enter old age,*
- b) the desirability of ensuring, in the interests of societal and intergenerational solidarity, and regardless of the health risk status or age of, or frequency of provision of health services to, any particular generation (or part thereof), that the burden of the costs of health services be shared by insured persons by providing for a cost subsidy between the more healthy and the less healthy, including between the young and the old, and, without prejudice to the generality of that objective, in particular that the less healthy, including the old, have access to health insurance cover by means of risk equalization credits,*
- c) the manner in which the health insurance market operates in respect of health insurance contracts, both in relation to individual registered undertakings and across the market, and*
- d) the importance of discouraging registered undertakings from engaging in practices, or offering health insurance contracts, whether by segmentation of the health*

insurance market (by whatever means) or otherwise, which have as their object or effect the favouring of the coverage by the undertakings of the health insurance risk of the more healthy, including the young, over the coverage of the health insurance risk of the less healthy, including the old.”

Community rating means measures which, whether in whole or in part, apply towards the achievement of the principal objective

The functions of the Authority are as follows:

- To monitor the health insurance market and to advise the Minister (either at his or her request or on its own initiative) on matters relating to health insurance;
- To monitor the operation of the Health Insurance Acts and, where appropriate, to issue enforcement notices to enforce compliance with the Acts;
- To carry out certain functions in relation to health insurance stamp duty and age-related tax credits and in relation to any risk equalisation scheme that may be introduced;
- To take such action as it considers appropriate to increase the awareness of members of the public of their rights as consumers of health insurance and of health insurance services available to them; and
- To maintain “The Register of Health Benefits Undertakings” and “The Register of Health Insurance Contracts”.

The Authority shall exercise such powers as are necessary for the performance of its functions. The Minister for Health (“the Minister”) may assign further responsibilities to the Authority as provided for in the Acts.

The Role

The Authority employs 11 people and has an estimated budget of approximately €2 million for 2018. As a public body the Authority's personnel and corporate governance policies are based on those for the civil and public service generally.

Reporting to the Head of Regulatory Affairs you will work as part of a small team of 3 people responding to consumer queries and complaints by phone, email, letter and in person regarding private health insurance and consumer rights. Primary duties will also include keeping the website of the Authority up to date and relevant to consumers, and analysing health insurance products and the marketplace. The Authority seeks a suitably qualified, experienced and committed individual to take up the role of Executive Officer, Consumer Affairs.

Essential Requirements

Education

The successful candidate will have:

- A third level qualification at level 7 or higher on the National Framework of Qualifications;
- or
- have obtained in the Leaving Certificate Examination a minimum of grade D at Ordinary (or Pass) level in Mathematics and Irish or English, having obtained a minimum of Grade C in at least five subjects at Higher (or Honours) level papers'; and
- Professional insurance qualification and a minimum of 3 years' experience in the insurance industry.

Requirements and Competencies

The ideal candidate will also have:

- The requisite knowledge, skills and competencies to carry out the role;
- Significant experience in dealing with consumers;
- Strong organisational, verbal and written communication and interpersonal skills;
- Experience of MS Office and specifically MS Outlook, Excel and Word;
- Strong analytical and organisational skills;
- The ability to work on his/her own initiative; and
- Demonstrates the competencies as set out in Appendix 1

Principal Conditions of Service

Title

Executive Officer, Consumer Affairs

Level

Executive Officer

General

The appointment is to a post with The Health Insurance Authority.

Pay

The salary scale for the position (rates effective from 1 October 2018) is as follows:

Executive Officer Consumer Affairs (Executive Officer) – Personal Pension Contribution

€29,316	€31,329	€32,460	€34,364	€36,071	€37,720	€39,364	€40,974	€42,600
€44,181	€45,812	€46,891	€48,427(LSI-1)	€49,960(LSI-2)				

Long Service Increments may be payable after 3 (LSI-1) and 6 (LSI-2) years satisfactory service at the maximum of the scale.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Tenure

The appointment is subject to termination at any time by either side in accordance with the Minimum Notice and Terms of Employment Acts 1973 to 2005. In the case of serious misconduct, the employment may be terminated at any time without notice and without penalty.

A 12-month probation period will apply.

Headquarters

The Health Insurance Authority office at Canal House, Canal Road, Dublin 6, D06 FC93.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours gross 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.

Annual Leave

The Annual Leave allowance for the position is 23 days rising to 24 days after 5 years' service, to 25 days after 10 years' service, 26 after 12 years' service and 27 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in The Health Insurance Authority, is based on a five day week and is exclusive of the usual public holidays.

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 sick leave circulars for the civil and public service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to The Health Insurance Authority. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

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

Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions> .

IMPORTANT NOTICE

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

Appendix 1

Executive Officer Level Competencies

Effective Performance Indicators

People Management	Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
	Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
	Values and supports the development of others and the team
	Encourages and supports new and more effective ways of working
	Deals with tensions within the team in a constructive fashion
	Encourages, listens to and acts on feedback from the team to make improvements
	Actively shares information, knowledge and expertise to help the team to meet its objectives
Analysis & Decision Making	Effectively deals with a wide range of information sources, investigating all relevant issues
	Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
	Identifies and understands key issues and trends
	Correctly extracts & interprets numerical information, conducting accurate numerical calculations
	Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
Delivery of Results	Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
	Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
	Constructively challenges existing approaches to improve efficient customer service delivery
	Accurately estimates time parameters for project, making contingencies to overcome obstacles
	Minimises errors, reviewing learning and ensuring remedies are in place
	Maximises the input of own team in ensuring effective delivery of results
	Ensures proper service delivery procedures/protocols/reviews are in place and implemented

The Competition Process

How to Apply

Applications should be made by e-mail to info@hia.ie Applicants should forward a Curriculum Vitae and a Cover Letter of not more than 1 page.

Closing Date

Your application must be submitted no later than **12 noon on Monday, 10 December, 2018.**

Applications will not be accepted after this date. All applications will be acknowledged.

Interviews are likely to take place in December.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014, applications will be treated in strictest confidence.

Other important information

The Health Insurance Authority 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 The Health Insurance Authority is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned;

and if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by The Health Insurance Authority, or who do not, when requested, furnish such evidence as The Health Insurance Authority requires in regard to any matter relevant to their candidature, will have no further claim to consideration.