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| **Financial Services and Pensions Ombudsman**  **Candidate Application Form**  **Executive Officer - Investigation Services / Legal Services**  **Closing date 17:00 on 17 November 2025** |

In order to be considered for the post of Executive Officer in Investigation Services or Legal Services, with the Financial Services and Pensions Ombudsman, candidates must **upload** this completed application form to <https://consciatalent.com/FSPO> by **17:00 on 17 November 2025.** A CV is **not** required and should not be submitted. Only applications fully submitted online will be accepted into the campaign. **Applications received in any format other than this application form will not be accepted.**

In completing this application form, candidates should not exceed the prescribed word count for individual questions.

| 1. **Personal Details** | |
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| **Name** |  |
| **Address** |  |
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| **Phone Number** |  |
| **Email** |  |

| 1. **Employment Record** *(most recent first)* | | | |
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| Give below, in date order (starting with your current employer), full particulars of all employment (including any  periods of unemployment) between the date of leaving school or college and the present date.  Copy and paste the blank fields to add more employment records as necessary. | | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Title of Post Held** |  | **Salary** |  |
| **Reason for Leaving** |  | | |
| **Start Date** |  | **End Date** |  |
| **Description of main responsibilities**  **(Max 300 words – please note only the first 300 words will be considered as part of the application)** |  | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Title of Post Held** |  | **Salary** |  |
| **Reason for Leaving** |  | | |
| **Start Date** |  | **End Date** |  |
| **Description of main responsibilities**  **(Max 300 words – please note only the first 300 words will be considered as part of the application)** |  | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Title of Post Held** |  | **Salary** |  |
| **Reason for Leaving** |  | | |
| **Start Date** |  | **End Date** |  |
| **Description of main responsibilities**  **(Max 300 words – please note only the first 300 words will be considered as part of the application)** |  | | |

| **3. Educational Qualifications** *(most recent first)* | | | | |
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| **Please provide details of your Educational Qualifications. The FSPO will determine how the information you provide demonstrates that you meet the essential requirements outlined in A. Educational Requirements in the Job Information Booklet.**  Begin with your most recent qualification. If required, please insert further rows at the bottom of this section to add more qualification records as necessary. | | | | |
| **Title of Qualification and Award (Degree/Diploma/Certificate/Leaving Certificate)** | **NFQ Level** | **Awarding University, College or Examining Authority, School** | **Year of Graduation / Completion** | **Award Obtained** |
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| 1. **Membership of Professional Bodies** *(if applicable)* | |
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| **Professional Body** | **Level of Membership** |
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| 1. **Essential Criteria – Educational Requirements**   **Please demonstrate how you meet one of the following:**  Candidates must, on or before Friday, 17 November 2025:   1. have obtained a minimum Level 7 qualification on the National Framework of Qualifications;   OR   1. have obtained in the Established Leaving Certificate Examination a minimum of Grade D (or post 2017 Leaving Certificate O6 grade) at Ordinary level in Mathematics and Irish or English, having obtained a minimum of Grade C (or post 2017 Leaving Certificate H4 grade) in at least f ive subjects at Higher level; or hold a qualification, that in the opinion of the FSPO, is of a standard in terms of both level and volume of learning that is of at least an equivalent or higher standard;   OR   1. have passed the first year examination of a course leading to a recognised degree;   OR   1. have completed and passed all examinations in Year 1 of a three or four year programme leading to a minimum Level 7 qualification on the Quality and Qualifications Ireland (QQI) National Framework of Qualifications;   OR   1. be serving as a Civil or Public Servant with at least two years’ service and have obtained at least five subjects in the Established Leaving Certificate Examination (including Mathematics and Irish or English), three of which should be minimum Grade C (or post 2017 Leaving Certificate H4 grade) at Higher level, the others should be at a minimum Grade D (or post 2017 Leaving Certificate O6 grade) at Ordinary level; or have passed an examination(s) which would be acceptable to the FSPO as being of at least an equivalent standard to the Established Leaving Certificate.   *(Max 300 words – please note only the first 300 words will be considered as part of the application).* |
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| 1. **Essential Criteria - Experience**   **Please demonstrate how you meet one of the following two criteria in terms of experience:**  B1.1 Have a minimum of one year’s work experience in one of the following:  • The management of complaints relating to financial services or pensions  • Conducting investigations in a statutory complaints-handling body or advising parties in relation to such investigations • The legal, corporate or regulatory environment as it relates to banking, insurance, investments or pensions  OR  B1.2 A minimum of two years’ work experience in one of the following:  • Complaints’ handling  • Providing advice as it relates to banking, insurance, investments or pensions  • Administration in a legal, corporate or regulatory environment  *(Max 300 words – please note only the first 300 words will be considered as part of the application).* |
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| 1. **Key Achievements**   For each of the competencies below, briefly highlight specific key achievements, contributions or expertise you have developed over your career to date which demonstrate your suitability to meet the challenges of the role of Executive Officer role in Investigation Services or Legal Services outlined in C. Competencies required in the Job Information Booklet.  **(Max 250 words per competency – bullet points are acceptable)**  **Please note only the first 250 words will be considered as part of the application).** |
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| **a) People Management: (Max 250 words per competency – bullet points are acceptable)** |
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| **b) Analysis and Decision Making: (Max 250 words per competency – bullet points are acceptable)** |
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| **c) Delivery of Results: (Max 250 words per competency – bullet points are acceptable)** |
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| **d) Interpersonal and Communication Skills: (Max 250 words per competency – bullet points are acceptable)** |
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| **e) Specialist Knowledge, Expertise and Self Development: (Max 250 words per competency – bullet points are acceptable)** |
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| **f) Drive and Commitment to Public Service Values (Max 250 words per competency – bullet points are acceptable)** |
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| **Supplementary Information**  Please give any other relevant information in support of your application |
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| 1. **Personal Statement**   **Please outline below why you wish to be considered for this post and why you believe your skills and experience would be of value as an Executive Officer in Investigation Services or Legal Services with the Financial Services and Pensions Ombudsman.**  *(Max 250 words – please note only the first 250 words will be considered as part of the application)* |
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| 1. **General Information** | |
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| **Are there any restrictions on your right to work in Ireland? State Yes or No. If yes, please provide details.** | No  Yes |
| **Please indicate which of the eligibility criteria, as set out across, applies.** | Candidates must, by the date of any job offer, be:  a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or  b) A citizen of the United Kingdom (UK); or  c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or  d) A non-EEA citizen who has a stamp 4 visa; or  e) A person awarded international protection under the International Protection Act 2015 or a family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or  f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa. |
| **What length of notice is required in your current position?** |  |
| **Are you proficient in the Irish Language?**  *Candidates who indicate that they are proficient in Irish may, if called to final interview, be required to undergo a test in order to verify their ability to communicate effectively in Irish.* |  |
| **Have you previously availed of a Voluntary Early Retirement Scheme or any other Redundancy Scheme in the Public Sector?** |  |
| **If yes, do the terms of the Scheme allow you to apply for this position?** |  |

| 1. **Reasonable Accommodation** |
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| Candidates with disabilities, who would like to avail of reasonable accommodation, should refer to the Job Information Booklet and make their request by email to FSPO@consciatalent.com and may be asked to submit a medical report, the purpose of which is to provide information to act as a basis for determining reasonable accommodations where appropriate. |

| 1. **Guidance on Conflicts of Interest** | |
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| I confirm that I have read and noted the FSPO’s Guidance on Conflicts of Interest at <https://www.fspo.ie/about-us/codes.asp> | Yes |

| **12.. Declaration** | |
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| By submitting this completed form for the role of Executive Officer in Investigation Services or Legal Serviceswith the Financial Services and Pensions Ombudsman, you are confirming that all information provided in this application is true and correct and that you have read the conditions of appointment outlined in the Job Information Booklet for this post. Please be aware that should any of the information provided in this application be found to be false, misleading or inaccurate in any material way, the Financial Services and Pensions Ombudsman reserves the right to withdraw any offer of employment made to you or, if you have already commenced employment when this is discovered, to terminate your employment. | |
| **Name of Applicant:** |  |
| **Date of Submission:** |  |