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AI-generated content may be incorrect.

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| Application Form  Open competition for appointment to position as:  **Ombudsman Customer Service and Quality Manager (Assistant Principal Officer)**  **Closing date: 12 noon, Friday 6 November 2025** |

The Office of the Ombudsman is committed to a policy of equal opportunity.

This selection process will be carried out in compliance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) and available on [www.cpsa.ie](http://www.cpsa.ie)

Candidates must complete all sections of this application form. Candidates should note that the information they supply in this application form will play a central part of the eligibility sifting and shortlisting process.

Applications should be returned to hrrecruitment@ombudsman.ie by **12 noon on Friday, 6th November 2025** with the subject line **‘Assistant Principal CSM competition’.**

# Personal Details

|  |  |
| --- | --- |
| First name |  |

|  |  |
| --- | --- |
| Surname |  |

|  |  |
| --- | --- |
| Address |  |

|  |  |
| --- | --- |
| Mobile number |  |

|  |  |
| --- | --- |
| Email address |  |

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| --- | --- |
| Reasonable accommodation  Do you require a reasonable accommodation for a disability or difference? If so, please specify requirements. |  |

# Academic and/or Professional Qualifications

Give below, in date order starting with the most recent, details of your academic, professional, and technical qualifications. This section should demonstrate how you meet the essential entry requirements specified in the candidate booklet.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Full Title of Degree/Qualification | University, College, School or Examining Authority | NFQ Level (or equivalent) | Grade  Obtained | Year Obtained |
|  |  |  |  |  |
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# Employment Record

Give below, in date order starting with your current/most recent employer, details of all employment in between the date of leaving school or college and the present date.

|  |  |  |  |
| --- | --- | --- | --- |
| From  (DD/MM/YY) |  | Duration in Months |  |
| To  (DD/MM/YY) |  |
| Title of Role |  | | |
| Main Responsibilities/Duties |  | | |
| Employer Name |  | | |
| Employer Address |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| From  (DD/MM/YY) |  | Duration in Months |  |
| To  (DD/MM/YY) |  |
| Title of Role |  | | |
| Main Responsibilities/Duties |  | | |
| Employer Name |  | | |
| Employer Address |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| From  (DD/MM/YY) |  | Duration in Months |  |
| To  (DD/MM/YY) |  |
| Title of Role |  | | |
| Main Responsibilities/Duties |  | | |
| Employer Name |  | | |
| Employer Address |  | | |

1. Competencies

In this section we are interested in finding out what you consider to be the key strengths and achievements that make you suitable for the role. This is having regard to the key [competencies for Assistant Principal Officer level](https://www.publicjobs.ie/images/pdfs/Assistant_Principal_Officer_Level.pdf). Under each of the headings below, please briefly highlight specific key achievements from your career to date that demonstrate your suitability to meet the challenges of this position.

Please note:

* All questions must be answered
* Use examples to illustrate your answers
* Do not use a single example to illustrate your answer to more than one question

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| --- |
| 1. **Leadership** (maximum 300 words) |
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| 1. **Analysis and Decision Making** (maximum 300 words) |
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| 1. **Management and Delivery of Results** (maximum 300 words) |
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| 1. **4. Interpersonal & Communication Skills** (maximum 300 words) |
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| --- |
| 1. **Specialist Knowledge, Expertise and Self Development** (maximum 300 words) |
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| --- |
| 1. **Drive and Commitment to Public Service** **Values** (maximum 300 words) |
|  |

# Personal statement

If you would like to note any other relevant experience, qualities or attributes you have that you believe would support your application for the role, please do so here **(max 300 words).**

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| **Personal Statement** (maximum 300 words) |
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# Declaration

I declare that I meet the eligibility and essential entry requirements for this competition as specified in the candidate information booklet.

I declare that the information given in this form is correct and give my permission for enquiries to be made to establish such matters as qualifications, experience and character and for the release by other people or organisations of such information as may be necessary to the Office of the Ombudsman for that purpose. The submission of the application is taken as consent to this.

|  |  |
| --- | --- |
| Name of Applicant |  |
| Date |  |