

Tailte Éireann

Candidate Information Booklet

**Head of Business Systems & Digital  
Transformation  
(Principal Officer - Standard)  
Full-Time**

A panel may be formed to fill future temporary or permanent **Head of Business Systems & Digital Transformation** vacancies across Tailte Éireann locations.

Reference Number: Ext 2025-30

Closing Date: Friday August 8<sup>th</sup>, 2025

General Queries: [Resourcing@Tailte.ie](mailto:Resourcing@Tailte.ie)

**Tailte Éireann is an equal opportunities employer.**

Tailte Éireann (TÉ) is committed to attracting, recruiting, developing and retaining the highest calibre of staff to build a diversified, supportive, innovative and inclusive workforce reflective of the wider community. Our aim is to attract the best people who have the experience, knowledge, skills, abilities and competencies to support TÉ's mission. TÉ supports equality of opportunity, diversity and inclusion and encourages underrepresented groups to make applications and accommodates candidates with disability to apply for posts.

## Our Mandate and Strategic Context

TÉ was established by legislation to provide property registration, valuation and surveying services for the State.

As the principal source of property information and geospatial data, TÉ leads the development and provision of streamlined, enhanced, land, property and geospatial services to Government, public and private sector stakeholders, and the public. We are focused on strategic planning, evidence-based decision-making, and innovative service delivery.

Amidst a rapidly evolving digital landscape, TÉ is mindful of Government's priorities as set out in the Programme for Government. It is especially aware of the Better Public Services the Public Service Transformation 2030 Strategy, the Connecting Government 2030 digital and ICT strategy and EU Digital Decade targets set for Ireland.

These strategies emphasise data-driven decision-making, innovative solutions, an agile workforce, user-centric digital services, effective data management, integrated public service infrastructure, continual innovation, digital skills development, and strong leadership.

These initiatives collectively reflect TÉ's commitment to leveraging digital technology and innovation for improved public service delivery.

### Our Mission

To provide trusted land registration, valuation and surveying services that benefit Irish society and the economy.

### Our Vision

To be the authoritative provider of world class digital-first land and property services.

### The Values that guide us

#### Integrity

We work to uphold public trust in the integrity and security of our data and in the quality of the services we provide.

#### Professionalism

We deliver excellent customer service by developing the skills and knowledge of our people.

#### Innovation

We create a culture of innovation and change. Our decisions are evidence-based, driven by data and we put the customers we serve at the centre of what we do.

#### Respect

We treat people with dignity and value them for their individuality. We embrace equality, diversity and inclusiveness.

#### Accountability

We are accountable for the decisions we make and the actions we take.

#### Transparency

We are open and honest with our stakeholders. We demonstrate impartiality at all levels to ensure fair and equitable decision-making.

### Our Drivers



Our Customers



Our People



Integration



Digital



Value



Sustainability

### Our Strategic Goals



#### Integration

Bring our people and processes together to deliver integrated services that maximise our potential value.



#### Data-Driven Digital Services

Ensure we use our data to develop digital-first solutions. By extracting value from our data, we contribute to evidence-based policy development.



#### Optimising Land, Property and Geospatial Services

Leverage the benefits of the merger to unlock the full potential of our land, property and geospatial information.



#### Investing in our People

Embrace new ways of working and develop our people and culture for the benefit of our stakeholders.

## The Role

<b>Title of Post:</b>	Head of Business Systems and Digital Transformation
<b>Pay Scale:</b>	Principal Officer (Standard)
<b>Location:</b>	Dublin
<b>Reporting To:</b>	Chief Information Officer

The Head of Business Systems and Digital Transformation is a senior role within the ICT function of TÉ and serves as a member of the ICT leadership team.

The frameworks, technologies, and platforms currently in use across TÉ include .NET, ASP.NET, AWS Amplify, WebLogic, Python, Oracle Databases, MS SQL Server, PostgreSQL, ESRI Software, Hexagon, FME, Tableau Reporting, GeoServer, MapBox, AWS, and Azure.

The Head of Business Systems and Digital Transformation will be responsible for overseeing and managing the following:

- Planning, analysing, designing, implementing, and maintaining both existing and new business systems and software solutions that support business processes and operations;
- Leading the delivery of digital transformation programmes across the organisation, ensuring continuous staff engagement throughout the transformation journey;
- Collaborating with stakeholders to develop and implement new strategies, processes, and technologies that positively impact the organisation.

## Role Responsibilities

The role of Head of Business Systems and Digital Transformation includes, but is not limited to, the following duties:

- Leading the continuous improvement of business systems by identifying opportunities for enhancement and implementing strategies that improve the customer experience and increase satisfaction rates;
- Researching and evaluating new and innovative digital solutions to enhance current and future business capabilities;
- Managing the development of TÉ's Digital Transformation Strategy by identifying emerging application solutions and aligning internal and external application development activities with the organisation's overall strategy;
- Monitoring and controlling application development to ensure the appropriate use of development tools, methodologies, and procedures;
- Tracking project progress throughout their life cycles to ensure deadlines are met, budgets are maintained, and objectives are achieved;
- Managing procurement and contracts with third-party suppliers to ensure services meet user needs, deliver value for money, and facilitate knowledge transfer to TÉ.

- Maintaining a forward-looking view of application demand, available resources, and capacity. Continuously assessing current and projected project and support requirements and incorporating findings into capacity planning.
- Engaging with external stakeholders to learn from best practices and international developments.
- Developing and maintaining strong relationships to support partnerships with the Office of the Government Chief Information Officer and other government organisations.
- Collaborating with the ICT senior leadership team to design, implement, and maintain optimal technology platforms for delivering business systems and digital transformation projects. This includes contributing to the vision, strategy, and direction of TÉ's technology initiatives.
- Co-developing a 3–5-year strategy for the ICT function, including a detailed roadmap and development plan for key line-of-business systems.
- Guiding, mentoring, and supporting staff by recognising individual strengths and development needs. Providing visionary leadership, fostering innovation, and promoting a customer-centric approach while cultivating effective working relationships.
- Supporting cross-functional collaboration and projects by partnering with all areas of the business and leveraging their specialised knowledge to achieve both function-specific and organisation-wide objectives effectively.

**Note:** This job description is subject to re-definition as part of ongoing reforms within the Public Service and change management initiatives within TÉ.

## **Person Specification**

On the closing date of Friday August 8<sup>th</sup>, 2025, **at 5pm** candidates must satisfy all the following requirements:

### **Essential Criteria:**

- Hold a relevant academic qualification at minimum Level 8 on the National Framework of Qualifications in ICT or a related discipline; **and**
- Have at least 5 years recent, relevant experience; **and**
- Demonstrate a strong record of achievement in their career to date; **and**
- The capacity to demonstrate to a high level the key competencies that have been devised for posts at this level under the following headings (see Appendix A for more details):
  1. Leadership and Strategic Direction.
  2. Judgement and Decision Making.
  3. Management and Delivery of Results.
  4. Building Relationships and Communication.
  5. Specialist Knowledge, Expertise and Self Development.
  6. Drive and Commitment to Public Service Values.

### **Desirable Criteria:**

- Experience in managing an application development function using a variety of structured development functions;

- Proven ability to lead a team in delivering organisational goals and objectives;
- Strong understanding of business process optimisation, with exposure to emerging technologies and demonstrable experience in using applications to enhance organisational performance;
- Solid knowledge of software engineering principles in the development and support of application software;
- Experience in systems integration using middleware platforms, APIs and related technologies;
- Proficiency in database technologies, including experience of database design, optimisation, programming and querying;
- Experience in structured software testing, including the use of testing frameworks for quality assurance;
- Demonstrated success in managing the delivery of significant application development projects with complex environment;
- In-depth knowledge of ICT Security and Cybersecurity threats;
- A clear understanding of TÉs legal, technical, and operational environment and processes;
- Excellent analytical skills and proven ability to solve problems effectively;
- Highly numerate and commercially aware, with experience managing budgets;
- Knowledge and experience of public procurement, with a proven track record in managing third-party providers;
- A demonstrated ability to think clearly, meet tight deadlines, and deliver results under pressure.

## **Principal Conditions of Service (Please also refer to the Important Additional Information Document provided)**

### **General**

The appointment is on a probationary basis to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

### **Salary**

The PPC (Personal Pension Contribution) salary for this position with effect from 1<sup>st</sup> March 2025 is as follows:

1	2	3	4	5	6	7
€104,971	€109,426	€113,845	€118,298	€122,054	€125,951 <sup>1</sup>	€129,841 <sup>2</sup>

### **Personal Pension Contribution (PPC)**

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution. Long service increments may be payable after 3 (LSI1) and 6 (LSI2) 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. Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Payment will be made weekly / fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members / Former Staff Members/Pensioners.

### **Tenure and Probation**

The appointment is to a permanent position on a probationary contract in the Civil Service. The probationary contract will be for a period of one year from the date specified on the contract. During the period of your probationary contract, your performance will be subject to review by your manager(s) to determine whether you:

- (i) Have performed in a satisfactory manner;
- (ii) Have been satisfactory in general conduct;
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A (2) Civil Service Regulation Acts 1956–2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by HR, and you will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

All appointees will serve a one-year probationary period. If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy at their former grade in their former Department.

In the following circumstances your contract may be extended and your probation period suspended.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave;
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation; and
- Any other statutory provision providing that probation shall -
  - (i) stand suspended during an employee's absence from work, and
  - (ii) be completed by the employee on the employees return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

### **Unfair Dismissals Acts 1977-2015**

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

### **The Organisation of Working Time Act**

The terms of the Organisation of Working Time Act 1997 will apply, where appropriate, to this employment.

## Headquarters

Headquarters will be such as may be designated from time to time by the CEO. When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

## Duties

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict with his/her role.

## Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours 15 minutes gross per week or 35 hours net per week. No additional payment will be made for extra attendance (over and above 41 hours and 15 minutes gross or 35 hours net per week) as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

## Annual Leave

The annual leave allowance for this position is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

## How to Apply

The closing date and time for applications is **Friday August 8<sup>th</sup>, 2025**, at 5pm. Please note late or incomplete applications will not be considered.

Candidates **must** submit:

- A cover letter / personal statement (no more than 2 pages) clearly outlining why you wish to be considered for the post and where you believe your skills, knowledge, experience and values meet the requirements of the position (Calibri Font Size 12; 1.5 Line spacing); **and**
- A comprehensive CV (no more than 3 pages); **and**
- A completed Key Achievements Form (in MS Word format); **and**
- Proof of eligibility to be provided with application as set out below:

## Citizenship Requirements (Proof of Eligibility)

Eligible candidates must be:

- A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway; **or**
- A citizen of the United Kingdom (UK); **or**
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; **or**
- A non-EEA citizen who has a stamp 4 permission<sup>1</sup> or a Stamp 5 permission.

**Completed applications should be emailed to [Resourcing@Tailte.ie](mailto:Resourcing@Tailte.ie) with the job title and reference number in the subject line of the email.**

Only fully completed applications that include all documentation required and have been received before or on the closing date and time will be considered. Incomplete or late applications will not be put forward for

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<sup>1</sup> Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

consideration.

It is the responsibility of the candidate to ensure they have submitted fully complete applications and all additional documentation by the closing date and time.

### **Competition Process**

If the numbers applying are such that it would not be practical to interview all applicants, it may be decided to shortlist only those assessed as most suitable for the role based on the application submitted. In this case the selection board(s) will examine and assess the applications against pre-determined criteria. The assessment process may include one or more of the following:

- Shortlisting of candidates on the basis of the information contained in their application.
- Competitive preliminary interview.
- A final competitive interview.

At interview you will be required to provide specific and detailed examples of where you have demonstrated the skills and competencies required for this role. These skills and competencies will be thoroughly and systematically explored in order to determine suitability for the role. The interview board may ask you for additional examples.

Your application and performance at interview may also be considered in the context of assessing communication skills.

At all stages of the recruitment process, applicants will be notified of the outcome. Post-interview feedback will be provided, upon request, by the Resourcing Team. Candidates seeking clarification of decisions following shortlisting or post interview, regarding their candidature should direct their request to [Resourcing@tailte.ie](mailto:Resourcing@tailte.ie). This feedback will be managed appropriately as a standard part of the appointment process and does not require the initiation of any formal procedures.

### **General Information**

This competition will be used to fill the post of Head of Business Systems and Digital Transformation in TÉ. Please note:

- Assignments are competitive and merit-based;
- The successful candidates can and will be assigned work in accordance with business demands;
- If shortlisting is required candidates will be assessed based on the evidence they provide, demonstrating the competencies required for the role. It is critically important that you give, specific and accurate examples of how you gained the experience and demonstrated the skills and experience required.

This competition will be held under the TÉ Recruitment Licence and in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice – [CPSA - Code of Practice](#)

### **Conditions of Appointment**

Appointment will be at the grade of Principal Officer, Standard Scale and subject to the usual conditions governing such appointments. On appointment, officers serve the first 12 months in an unestablished capacity i.e. probationary period.

### **Panel**

A panel will be established from this competition and may be used to fill further Head of Business Systems and Digital Transformation positions that may arise across TÉ Locations. The panel will expire 12 months from the date of the first appointment under this competition unless permanently exhausted prior to that date.



It should be noted that the filling of vacancies in TÉ is determined by the organisational requirements at the time a post is being filled and therefore, there is no guarantee that this panel will be fully utilised.

Appointment(s) will be offered, in order of merit.

The decision to accept or decline an offer must be made within 10 working days.

Officers must take up duty immediately or within an acceptable timeframe.

### **Codes of Practice**

This competition will be held in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice, *“Appointments to Positions in the Civil Service and Public Service”*. The Code reflects the following core principles:

- Probity;
- Appointments Made on Merit;
- An Appointments Process in Line with Best Practice;
- A Fair Appointments Process Applied with Consistency;
- Appointments Made in an Open, Accountable and Transparent Manner;
- Appointment made promoting equality, diversity and inclusion;

Candidates should familiarise themselves with the contents of the Code of Practice including the provisions in relation to the responsibilities placed on candidates who participate in the recruitment and selection process. The Code of Practice may be accessed by visiting [www.cpsa.ie](http://www.cpsa.ie)

### **Complaints and Requests for Review**

Complaints and requests for review will be considered in accordance with the procedures set out in Sections 7 and 8 in the Code of Practice. Such complaints or requests for review should be emailed to [hr-enquiries@tailte.ie](mailto:hr-enquiries@tailte.ie), with the job title and reference number in the subject line of the email.

### **Expenses**

TÉ will not be responsible for any expenses incurred as a result of applying, attending and/or being successful at this competition.

### **Data Protection**

Information submitted as part of this competition is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. All personal information and views submitted by you in competing in this competition will be held and used solely for the purposes of this competition.

## Appendix A – Key Competency Framework – Principal Officer

Leadership & Strategic Direction	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 Departmental / Government 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
Judgment & 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
	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	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// Organisations and builds strong professional networks
	Makes opinions known when s/he feels it is right to do so
Specialist Knowledge, Expertise and 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 to Public Service Values	Consistently strives to perform at a high level
	Demonstrates personal commitment to the role, maintaining determination and persistence while maintain maintains 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