Key Achievements Form

### Director of Services and Inclusion (Principal Officer), The Housing Agency

In order to be considered for the post of Director of Services and Inclusion (Principal Officer) of The Housing Agency (“The Agency”), applicants must submit this completed key achievements form, a CV and Cover Letter to [***sean.mcdonagh@lansdownesearch.ie***](mailto:sean.mcdonagh@lansdownesearch.ie) on or before **Friday 14th November 2025**.

In no more than 300 words in the space provided under each competency area, briefly set out your specific achievements, skills and expertise that demonstrate your suitability for the role of Director of Services and Inclusion.

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| **1. PERSONAL DETAILS** | | |
| **Name** |  | |
| **Address** |  | |
| **Phone Number** |  | Other: |
| **Email** |  | |

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| **2. EVIDENCE OF EXPERIENCE – DIRECTOR OF SERVICES COMPETENICES** |
| **Competency 01 – Leadership and Strategic Direction**  **Evidence may include reference to:**   * 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   **(Max. of 300 words in each section;**  **please note only the first 300 words will be considered as part of the application)** |
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| **Competency 02 – Judgement & Decision Making**  **Evidence may include reference to:**   * 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 grasps 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   **(Max. of 300 words in each section;**  **please note only the first 300 words will be considered as part of the application)** |
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| **Competency 03 - Management & Delivery of Results**  **Evidence may include reference to:**   * 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 plan priorities, even when faced with pressure   **(Max. of 300 words in each section;**  **please note only the first 300 words will be considered as part of the application)** |
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| **Competency 04 - Building Relationships & Communication**  **Evidence may include reference to:**   * 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 and constructive manner * Works effectively within the political process, recognising and managing the 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 they feel it is right to do so   **(Max. of 300 words in each section;**  **please note only the first 300 words will be considered as part of the application)** |
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| **Competency 05 - Specialist Knowledge, Expertise and Self Development**  **Evidence may include reference to:**   * Develops and maintains skills and expertise across a number of areas that are relevant to their 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   **(Max. of 300 words in each section;**  **please note only the first 300 words will be considered as part of the application)** |
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| **Competency 06 - Drive & Commitment**  **Evidence may include reference to:**   * Consistently strives to perform at a high level * Demonstrates personal commitment to the role, maintaining determination and persistence while 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   **(Max. of 300 words in each section;**  **please note only the first 300 words will be considered as part of the application)** |
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| **3. DECLARATION** | |
| By submitting this completed form for the role of Director of Services and Inclusion (Principal Officer) with The Agency, you are confirming that all information provided in this application is true and correct. 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 Agency 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** |  |
| **Date of submission** |  |

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| **4. REASONABLE ACCOMMODATION** | |
| The Agency will consider all requests for reasonable accommodations. Please provide details if you have any particular requirements that you wish to bring to our attention as part of the recruitment process. | . |

*Please note The Housing Agency is an equal opportunities employer and welcomes applications from all interested parties.*