



CANDIDATE BRIEFING DOCUMENT FOR
THE POSITION OF **DIRECTOR OF SERVICES
AND INCLUSION (PRINCIPAL OFFICER).**

THE HOUSING AGENCY

ABOUT THE HOUSING AGENCY

The Housing Agency is a government body working with the Department of Housing, Local Government and Heritage, Local Authorities and Approved Housing Bodies (AHBs) in the delivery of housing and housing services.

The Agency's vision is to deliver homes people need. It does this by providing evidence-based housing insights and data that inform thinking and policy making; by working with others to enable the delivery of housing solutions and implement programmes and actions in Government housing policy; and by equipping itself and its stakeholders with the capacity required to respond quickly and effectively to challenges in the housing system.

The Agency's work to deliver sustainable and affordable housing for all is framed under three broad themes which are supported by a continuous focus on Organisational excellence.

- Being a centre for housing knowledge.
- Addressing Housing Supply and Affordability
- Supporting the Creation of Sustainable and Inclusive Communities.

We provide a broad range of services including:

- Assisting local authorities with all aspects of their housing function
- Supporting affordable housing initiatives including cost rental and affordable purchase schemes
- Housing acquisitions and property sourcing for social housing
- Managing the Croí Cónaithe Fund
- Technical advice and supports to local authorities and AHBs regarding capital construction and refurbishment projects and procurement
- Financial appraisals of AHB funding applications
- Co-ordination of the Housing First initiative
- Mortgage to Rent
- Research, financial analysis and policy advice
- Remediation schemes
- Land development and management



- Loan Underwriting
- Housing practitioner training and information
- National Housing Strategy for Disabled People/ Addressing Social Inclusion

Further information on The Housing Agency is available at www.housingagency.ie.

The Housing Agency is seeking applications for the post of Director of Services & Inclusion (Principal Officer) vacancy on a permanent basis. This post is based in our offices in Dublin 2. The Housing Agency operate a Blended Working Policy.

As a staff member, the holder of the post will be expected to actively contribute to and participate in the overall development of The Housing Agency and to promote its policies at all times and to adhere to The Housing Agency values: www.housingagency.ie/publications/strategy-annual-report

THE HOUSING AGENCY VALUES

The values of the Agency set the standard for the way we work with colleagues and stakeholders. In this strategic period, we will continue to embed our values throughout the organisation to guide and inform everything we do.

We will place a particular focus on internal and external collaboration. We have placed people at the centre of everything we do to highlight the importance of our staff, our stakeholders, and the people we are working to support with housing needs.



THE HOUSING AGENCY



An Ghníomhaireacht
Tithíochta
The Housing Agency



Director of Services & Inclusion

THE ORGANISATION

The Housing Agency is a cornerstone of Ireland's housing landscape, working diligently to address the pressing need for homes across the nation. In partnership with the Department of Housing, Local Government and Heritage, Local Authorities, and Approved Housing Bodies, it provides rigorous housing insights and data to shape policy and drive innovation. Through targeted funding, it unlocks new affordable housing, accelerates delivery, and fosters sustainable, inclusive communities—advancing its mission to ensure affordable, sustainable housing for all. The Housing Agency is seeking a dynamic leader, passionate about housing and social inclusion, ready to make a significant impact and guide the Agency into its next stage of development.

THE ROLE

Reporting to the Chief Executive Officer, the Director of Services & Inclusion will align the directorate's plans with the Agency's overarching strategic vision—to be a hub of housing knowledge, tackle supply and affordability, and support the creation of vibrant, sustainable communities. The role involves leading the Services & Inclusion team, managing stakeholder relationships, and driving initiatives

that promote social inclusion, particularly for vulnerable groups, including disabled people, older people, and members of the Traveller community. The Director will ensure operational excellence through meticulous planning and budgeting, fostering a high-performing team, and embedding sustainability and good governance across all programmes. Strong leadership will ensure operations are efficient, sustainable, and aligned with strategic objectives.

THE PERSON

You are an experienced leader with strong organisational skills and a proven background in the housing sector, with a solid grasp of housing delivery and funding. This experience may have been gained in the public, not-for-profit, or private sectors. You have demonstrable experience in project management, team leadership, and policy development, alongside excellent interpersonal and analytical skills. Your ability to engage diverse stakeholders and manage complex projects is essential. You are committed to sustainability and hold a relevant third-level qualification (minimum NFQ Level 8) or possess equivalent experience.

To Apply:

Lansdowne Executive Search has been retained by The Housing Agency to manage this recruitment process.

Further information, including details on how to apply are available on www.housingagency.ie/careers

To apply, please email a comprehensive CV, Cover Letter and Key Achievements Form to: Seán McDonagh, Partner, Lansdowne Executive Search, Email: sean.mcdonagh@lansdownesearch.ie

For a confidential discussion, please contact Seán at +353 (0) 87 7961062.

The closing date for receipt of applications is Friday, 14th November 2025.

Candidates for this role will be sourced through both advertising and executive search processes.

The Housing Agency is committed to a policy of equal opportunity and encourages applications under all 9 grounds of the Employment Equality Acts.



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EXECUTIVE SEARCH

www.lansdownesearch.ie



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THE ROLE

Post Title:	Director of Services & Inclusion – Principal Officer
Post Status:	Permanent Wholetime Position
Office:	The Housing Agency
Department:	Department of Housing, Local Government and Heritage
Location:	Dublin
Closing date for application:	Friday, 14th November 2025

ROLE SUMMARY

The postholder will lead the Services & Inclusion Team and act as a key member of the Senior Management Team (SMT), reporting to the Chief Executive Officer. The role will lead and deliver the strategic and operational plans and motivate teams to achieve the organisation's objectives.

KEY RESPONSIBILITIES

MAIN DUTIES

- As an active member of the Senior Management Team, take a lead role in the achievement of the Housing Agency's strategic aims and objectives by aligning the Directorate's plan to the Agency's Statement of Strategy with clear KPIs and outcome measures.
- The operational planning and roll out of the Agency's work programmes for areas of responsibility on an annual basis including, work programme planning and review, budget and risk management, performance reporting to the CEO/Board.
- Developing and managing relationships with key stakeholders including the Department of Housing, Local Government and Heritage (DHLGH), Local Authorities, Approved Housing Bodies and other relevant stakeholders — acting as primary liaison with DHLGH on Services & Inclusion matters; chairing practitioner networks/communities of practice; participating on committees and working groups; presenting at conferences and stakeholder events.
- Lead national supports that contribute to social inclusion, particularly in the areas of homelessness prevention and response, housing for disabled people, older people and the Traveller community.
- Oversee supports for Approved Housing Bodies in their delivery of Social and Affordable homes as set out in Government policy — with a focus on funding assessments, contract preparations and advice to DHLGH.
- Oversee the strategic development of land owned by the Housing Agency.
- Set and monitor SLAs and quality standards for external-facing services; ensure value-for-money and compliance with governance, procurement and GDPR.
- Leading, managing and developing the Services and Inclusion Team to be a high-performing, multidisciplinary directorate; embedding a learning culture, clear delegation and undertaking workforce planning aligned to delivery needs.
- Co-ordinating relevant work with other Directors, where work areas overlap.
- Responding to and preparing for emergent needs of the DHLGH and other key stakeholders by coordinating rapid, time-bound responses within the Services & Inclusion remit.
- Champion sustainability, embedding the Agency's Sustainability Strategy and the Public Sector Equality & Human Rights Duty across all Services & Inclusion programmes.
- Effectively managing multiple projects and tasks in a multidisciplinary environment.
- Actively supporting staff development and training.
- Deputising for Chief Executive or other Directors as required.
- Undertaking any other duties of a similar level and responsibility as may be required.

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QUALIFICATIONS AND EXPERIENCE

ESSENTIAL REQUIREMENTS

Minimum of an NFQ level 8 or equivalent or a minimum of 7 years' experience in a similar position, with experience of some or all of the following aspects:

- Previous housing sector experience.
- Project/programme management.
- Budget management and procurement.
- People and performance management.
- Supporting policy and/or legislation development and implementation.

EDUCATION AND EXPERIENCE DESIRABLE

- Good understanding of the various elements of housing delivery.
- Knowledge of the funding arrangements for the delivery of social housing and the relevant organisations involved.
- Good knowledge of Irish housing policy and legislation
- Knowledge of public sector procurement.
- Understanding of housing sustainability issues – including social, environmental, economic and cultural sustainability and matters in relation to climate change.
- Demonstrable experience of working in a senior management position.
- Strong analytical and problem-solving skills.
- Excellent interpersonal skills.
- Ability to work on own, initiative, as part of a team and as a leader of a group.

SALARY AND PAYMENT ARRANGEMENTS

The Principal Officer Standard Salary Scale (rates effective from 1st August 2025) for the position are as follows:

€106,021 - €110,520 - €114,983 - €119,841 - €123,275

LSI1 €127,211

LSI2 €131,139

New entrants will be appointed on the first point of the scale in line with government policy. Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 or is newly recruited to the Civil Service and is required to make a Personal Pension Contribution.

A different rate will apply where the appointee is a civil or public servant recruited before 6 April 1995 and **who is not required** to make a Personal Pension Contribution.

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

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of an officer's choice. Payment cannot be made until a bank account number and bank sort code has been supplied to the Human Resources section of the Office. Statutory deductions from salary will be made, as appropriate, by the Office.

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.

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.

PROBATION

The successful candidate must serve a probationary period which will be of 12 months duration.

TENURE

The appointment is to an established post in the Civil Service. The appointee will be required to serve a 12-month probationary period. The post will be based in The Housing Agency, 53 Mount Street Upper, Dublin 2.

OUTSIDE EMPLOYMENT

The position will be whole time, and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with their official duties, impairs performance or compromises their integrity.

LOCATION

This post will be based in the Housing Agency, 53 Mount Street Upper, Dublin 2.

You may be required, from time to time, to work at the employer's other places of business or/and the premises of such subsidiary companies, organisations or customer premises as the organisation may require. You will be given as much notice of any change of place of work as is reasonably practicable.

HOURS OF ATTENDANCE

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net 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. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

ANNUAL LEAVE

The annual leave allowance for the position of Principal Officer is 30 days. This allowance 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 in accordance with the provisions of the sick leave circulars. Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due under the Social Welfare Acts directly to the employing the Housing Agency. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs and Social Protection within the required time limits.



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SUPERANNUATION AND RETIREMENT

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is 66 in line with the State Pension age.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI.

PENSION ABATEMENT

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment, that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the**

abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

III-Health-Retirement

Please note that, where an individual has retired from a Civil/Public Service body on the grounds of ill-health, their pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

PENSION ACCRUAL

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

ADDITIONAL SUPERANNUATION CONTRIBUTION

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website:

www.singlepensionscheme.gov.ie

ELIGIBILITY TO COMPETE:

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. To qualify candidates must be citizens of the EEA by the date of any job offer. Eligible candidates must be:

- a. A citizen of the European Economic Area. 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 is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- e. A person awarded international protection under the International Protection Act 2015 or any 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 Switzerland and has a stamp 4 visa.

HOW TO APPLY

Lansdowne have been retained by The Agency to assist with the appointment of the Director of Services and Inclusion (Principal Officer) role. Lansdowne Recruitment on behalf of The Agency, invites applications from suitably qualified candidates and will be undertaking a comprehensive recruitment process as part of this recruitment campaign.

Lansdowne Recruitment will be managing all aspects of this recruitment project on behalf of The Agency.

No enquiries or canvassing should be made directly to The Agency.

Applications should be submitted online and must include:

1. A cover letter (max. two A4 pages) outlining why you wish to be considered for the role and where you believe your skills and experience meet the requirements of the role;
2. A comprehensive CV clearly showing your relevant achievements and experience in your career to date.
3. A fully completed Key Achievements Form.

Only applications fully submitted online will be accepted into the campaign. To apply for this role visit www.housingagency.ie/careers

CLOSING DATE

Deadline for application: Friday 14th November 2025.

Applications will not be accepted after the closing date/time.

An acknowledgement email will be issued for all applications received. If you do not receive acknowledgement of your application within two working days of submission, please contact sean.mcdonagh@lansdownesearch.ie to ensure your application has been received.

INTERVIEWS

Candidates should make themselves available on the date(s) specified by The Agency and should make sure that the contact details specified on their application form are correct.

REASONABLE ACCOMMODATIONS

Any candidate who requires reasonable accommodations at any stage of the selection competition should indicate their requirements with their application. Any queries in relation to any disability or other issue which may be addressed through making such reasonable accommodations, can be addressed to sean.mcdonagh@lansdownesearch.ie.

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SELECTION PROCESS

The Selection Process may include the following:

- Shortlisting of candidates based on the information contained in their application;
- Competency based interview;
- Any other tests or exercises that may be deemed appropriate including but not limited to Psychometric testing.

CONFIDENTIALITY

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

SECURITY CLEARANCE

Garda vetting may be sought in respect of individuals who come under consideration for appointment.

The applicant will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to the Garda Síochána for security checks on all Irish and Northern Irish addresses at which they have resided.

OTHER IMPORTANT INFORMATION

The Agency 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 notification, is not to be taken as implying that The Agency 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.

Prior to recommending any candidate for appointment to this position, The Agency will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises The Agency may, at its discretion, select and recommend another person for appointment.

DEEMING OF CANDIDATURE TO BE WITHDRAWN

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



RECRUITMENT PROCESS

RECRUITMENT PROCESS MANAGEMENT

The Housing Agency has engaged Lansdowne Executive Search to manage the recruitment process for this position. Candidates for this role will be sought via three channels: (a) Lansdowne Executive Search's own search activities. (b) On-Line Advertising on selected Industry Websites and (c) Newspaper Advertisements. All applicants to advertisements will receive an acknowledgement of their application and all will be assessed based on the criteria specified for the role. **Applications will be via email only.**

No original certificates or references should be submitted as any part of an application.

Following the completion of the Advertising and Search processes, a screening process will be utilised based on the information supplied on the completed C.V. and cover letter and Key Achievements Form, as appropriate, based on a competitive preliminary interview by Lansdowne Executive Search. An expert board then will examine the applications brought through to the shortlisting stage against agreed shortlisting criteria based on the requirements of the position.

Candidates selected from the short-listing process will be invited for a competitive interview with The Housing Agency. It is likely that a small number will be called for a further competitive interview, in which case they may be asked to prepare a presentation in response to a possible case study or proposed business scenario.

As appropriate, shortlisted candidates may be required to undertake psychometric tests.

CANVASSING WILL DISQUALIFY

HOW TO APPLY

To pursue your interest please email your completed application to: sean.mcdonagh@lansdownesearch.ie

Candidates must **submit ONE** document in **MS Word format** containing cover letter, CV and Key Achievements Form together. Please note that omission of any or part of the requested application documentation or incorrect formatting, as set out below, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

COVER LETTER	CV	KEY ACHIEVEMENTS FORM
Not exceeding 2 A4 pages. Letter should detail relevant key competencies and explain how you meet the requirements of the role.	Up to date CV not exceeding 3 A4 pages.	Follow format in the sample in Appendix 2.

The competition details will also be hosted on various internet job boards and applications will be accepted via the submission portals on these boards (which are as specified in the competition process).

ACKNOWLEDGEMENT OF APPLICATIONS

An automated acknowledgement message will be issued in respect of all applications received (this will acknowledge receipt of application but will not confirm eligibility or otherwise). If you do not receive an electronic acknowledgement of receipt of your application within 48 hours of applying, please contact **Sean McDonagh, Partner, Lansdowne Executive Search.**

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CLOSING DATE

Your application must be submitted online in the format required by **12 Noon, Friday 14th November 2025**.

Applications will not be accepted after this time.

CAMPAIGN UPDATES & CORRESPONDENCE

Campaign updates will be issued to your nominated email address as provided in your application. The onus is on each applicant to ensure that they are in receipt of all communication from **Lansdowne Executive Search**. You are advised to check your emails on a regular basis throughout the duration of the competition. In addition, be sure to check junk/spam folders should any emails be mistakenly filtered. **The Housing Agency** and **Lansdowne Executive Search** accept no responsibility for communication not accessed or received by an applicant. Candidates should make themselves available on the date(s) specified by **Lansdowne Executive Search** and should make sure that the contact details specified on their application are correct.

SELECTION PROCESS

The selection process may include:

- a competitive preliminary interview.
- shortlisting of candidates, on the basis of the information contained in their application.
- completion of an online questionnaire(s) as part of psychometric testing.
- work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate.
- competitive interview(s) which may include a presentation.

SHORTLISTING

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, The Housing Agency may decide that a smaller number will be called to

the next stage of the selection process. In this respect, The Housing Agency provide for the employment of a screening process to select a group who, based on an examination of the application and a competitive preliminary interview with **Lansdowne Executive Search**, appear to be the most suitable to be brought through to the shortlisting stage of the process. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert board will examine the applications brought through to shortlisting stage against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria will include criteria as specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

COMPETITIVE INTERVIEWS

The preliminary interviews for this post are likely to be held in **Dec 2025/Jan 2026 (Please see Recruitment Process Timetable on page 13)** Interviews will be semi-structured in format, with candidates asked to provide examples of the competencies for the role as outlined in Appendix I. We will endeavour to give as much notice as possible of interview dates.

Candidates who do not attend for interview as scheduled, or who do not furnish such evidence as required in regard to any matter relevant to their application, will have no further claim to consideration in this process. It is important to be aware that candidates must let The Housing Agency know of any extenuating circumstances prior to or during the particular stage of the selection process. Any documentary evidence must be supplied within five working days. Please note that submission of such document(s) is not a guarantee that the circumstances outlined will alter the decision/ outcome. A candidate who undertakes any part of the selection process and who subsequently claims extenuating circumstances should note that this will not be considered.

Examples of possible extenuating circumstances include hospitalisation or bereavement. The onus is on candidates to ensure that they perform to the best of their ability. Therefore, issues such as tiredness, nerves, travel to tests/ interviews or expected results/performance not achieved, are not considered extenuating circumstances.

RECRUITMENT PROCESS TIMETABLE

Application closing date	14th November 2025
Competitive preliminary interviews commence (Lansdowne)	Mid November 2025
Qualified Candidates presented to The Housing Agency for Short Listing	Early December 2025
First Stage Interviews (The Housing Agency)	Mid December 2025
Final Stage Interviews (The Housing Agency)	Early January 2026
Offer extended to successful applicant	Early January 2026

REFERENCES

It would be useful if you would begin to consider names of people who would be suitable referees and that we might consult (two names and contact details). The referees do not have to include your current employer but should be in a position to provide a reference for you, at least one of these should be a person to whom you have had a direct reporting relationship. The referees should be able to provide relatively recent information on your performance and behaviour in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment. Successful candidates may be required to complete a number of

clearance processes such as a Health and Character Declaration and any other relevant checks required for the particular role.

To make a request to access your personal data please submit your request by email to: dpo@housingagency.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by the Housing Agency are set out on the Data Protection page of www.housingagency.ie

Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

Candidates should note that canvassing will disqualify.



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APPENDIX 1: PRINCIPAL OFFICER COMPETENCIES

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

Judgement & 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 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

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 plan 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 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

Specialist Knowledge, Expertise and Self Development

- 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

Drive and Commitment

- 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



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APPENDIX 2: 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 before **12 Noon on 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.

1. PERSONAL DETAILS

Name			
Address			
Phone Number		Other	
Email			

2. EVIDENCE OF EXPERIENCE - DIRECTOR OF SERVICES COMPETENCIES

Max. of 300 words in each section Please note only the first 300 words will be considered as part of the application

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

Competency 02 - Judgement & Decision**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

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

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

THE HOUSING AGENCY

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

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

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

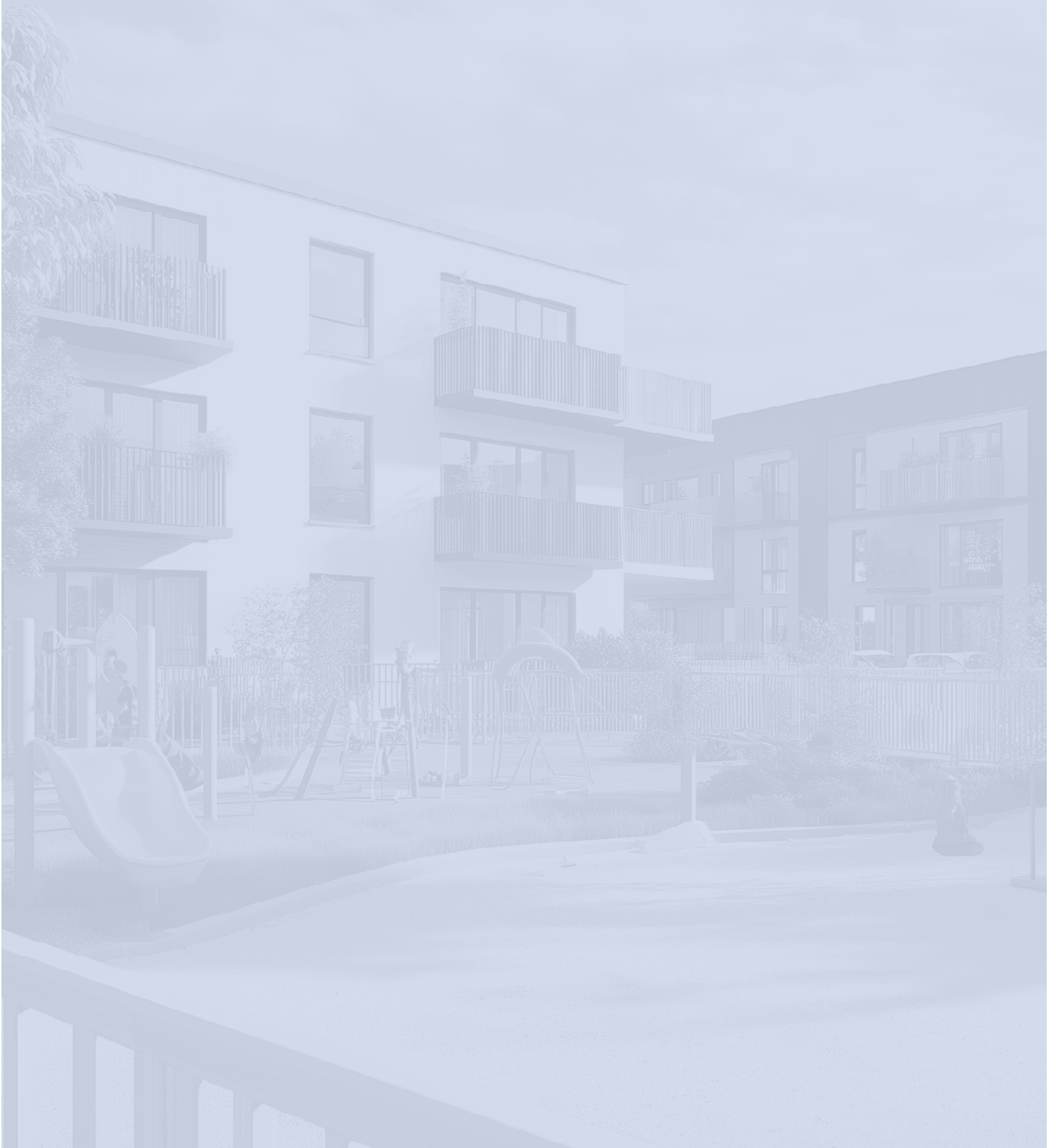
4. REASONABLE ACCOMMODATION

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.



**An Ghníomhaireacht
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