



Head of Registration and
Education/
Ceannasaí Clárúcháin agus
Oideachais
(Chief I Pharmacist)

Deadline for application

Sunday, 4^h May 2025

Table of Contents

Introduction	3
About PSI – The Pharmacy Regulator	3
Governance	3
Our Vision, Mission and Values	4
Our Vision.....	4
Our Mission	4
Our Values.....	4
Role Specification.....	6
Job Purpose.....	6
Key Duties and Responsibilities	6
Key Requirements.....	8
Probation	11
Pay.....	11
Superannuation	11
Hours of Attendance/Working Week	11
Annual Leave.....	11
Outside Employment	11
Selection Process	12
Interview	12
Candidate Obligations.....	12
GDPR Privacy Notice – Recruitment Process	14
Purpose	14
Legal Basis for Processing Personal Data.....	14
How Your Information May Be Shared	14
Data Transfers Outside The EU/EEA	15
Automated Decision Making	15
How Long We Store Your Data	15
Your Data Protection Rights.....	16

Introduction

About PSI – The Pharmacy Regulator

The Pharmaceutical Society of Ireland (PSI) is a public body established in law to protect the health, safety and wellbeing of patients and the public by regulating pharmacists and pharmacies in Ireland.

Our principal function is to ensure patient safety and public protection. We are committed to carrying out our work independently, ethically, and transparently. The Pharmacy Act 2007, as amended, established the statutory role and the responsibilities of PSI as the pharmacy regulator, which include:

- Registration of pharmacists, pharmaceutical assistants and pharmacies in line with statutory requirements;
- Setting standards for pharmacy education and training at undergraduate and postgraduate level;
- Ensuring all registered pharmacists are undertaking appropriate continuing professional development (CPD);
- Promoting good professional practice by pharmacists by raising standards and sharing information for the benefit of patients and the wider health system;
- Conducting fieldwork to assess how pharmacies comply with pharmacy and medicines law and, where necessary, acting to address poor performance and/or unsafe practices;
- Considering formal complaints made against a pharmacist or a pharmacy;
- Providing advice, support and guidance to the public, pharmacy profession and Government on pharmacy care, treatment and services in Ireland.

These functions form the basis of the work we do to promote and assure public confidence and trust in pharmacy practice and pharmacy-delivered care and services in Ireland.

The PSI is strongly committed to quality assurance and continuous improvement. We are seeking to achieve and sustain results that meet the needs of the organisation, its stakeholders and society. In 2019, PSI was recognised for Excellence - 4 Stars - under the European Foundation for Quality Management (EFQM) model. Further information on quality development in the PSI and our EFQM journey is available [on our website](#).

Governance

The PSI is a public body, which is independent in the exercise of its statutory functions. For public accountability purposes, the PSI operates under the aegis of the Department of Health.

The PSI is governed by a 21-member Council, and each member is appointed by the Minister for Health in accordance with the provisions of the Pharmacy Act 2007. The Registrar/Chief Officer is responsible for the day-to-day operation of the PSI.

Our Vision, Mission and Values

Our Vision

Safe and effective pharmacy care supporting the health of our communities.

Our Mission

We assure patient safety and public trust in pharmacy through effective regulation.

Our Values

Our values underpin how we deliver on our mission. They guide our behaviour, the expectations we set ourselves, and the experience of others who engage with us. They provide evidence as to our commitment to equality and human rights in how we fulfil our role.

Our values ensure that we achieve the objectives of the organisation in ways that are properly accountable and which meet the high standards expected of public bodies and of the public servants who work within them.



We are committed to carrying out our work independently, ethically, and transparently. Our main goal is to assure public trust in pharmacy through effective regulation. We plan to advance the achievement of this goal through actions under three strategic objectives set out in the [PSI Corporate Strategy 2025 – 2028, which is available on our website.](#)

In addition, we have committed to conducting a review of the organisation structure in 2025 to ensure it enables the organisation to be agile, efficient, effective and highly capable of delivering on its strategic objectives as we move into the development of our next corporate strategy. This organisational development project includes significant investment in people development and is aimed at further building an innovative organisation.

More information about our role and the work that we do is available on our website, www.psi.ie.

Role Specification

Job Title:	Head of Registration and Education/ Ceannasaí Clárúcháin agus Oideachais
Grade:	Chief I Pharmacist
Contract Type:	Permanent, Full Time
Contract Duration:	Permanent
Location:	A Blended Working Policy is in operation, with the current requirement being to attend the office 2 days a week. The office is located at PSI House, 15-19 Fenian Street, Dublin 2.

Job Purpose

Reporting to the Registrar/Chief Officer, the Head of Registration and Education will be responsible for leading the delivery of the system for assuring the quality and standard of the education and training provided to pharmacy students in Irish universities and the system for overseeing the continuing professional development (CPD) of pharmacists. The post holder is also responsible for overall leadership of the PSI's Registration and Customer Relations function, ensuring the effective and efficient implementation of the statutory registration processes in PSI. The successful candidate will be a member of the Executive Leadership Team, responsible for the definition, delivery and implementation of business strategies that support organisational objectives.

Key Duties and Responsibilities

Professional Standards

- Provide strategic leadership and oversight of all functions within Professional Standards, ensuring alignment with the Pharmacy Act 2007 and the PSI's strategic objectives.
- Proactively lead strategic engagement with higher education institutions to support the delivery, enhancement, and continuous improvement of pharmacy education in the State, fostering collaborative partnerships that promote quality and alignment with regulatory standards and the future needs of the profession.
- Provide strategic leadership and oversight of the accreditation framework for pharmacist education and training in Ireland.
- Ensure the continuing professional development (CPD) model for pharmacists is fit for purpose, brings added value to the profession and is aligned with good practice and evolving thinking in the area of ongoing professional learning. Provide strategic leadership in managing the relationship with the Irish Institute of Pharmacy (IIOP) and its host organisation, ensuring alignment with organisational priorities. Oversee and assure the effective governance, performance, and delivery of contractual obligations at a senior level, fostering a high-impact, collaborative partnership.
- Lead the periodic review and strategic development of the Code of Conduct for pharmacists and related professional guidance materials. Ensure these resources reflect ethical leadership and high standards of professionalism and are responsive to emerging trends in healthcare, pharmacy practice, and public expectations.
- Provide strategic leadership in the implementation of the recommendations of the Expert Taskforce on the Expansion of the Scope of Pharmacy Practice, as pertains to the role of Head of Registration and Education, ensuring that all initiatives falling within the PSI's regulatory remit are progressed effectively, aligned with legislative and policy frameworks,

and contribute to the safe and sustainable advancement of pharmacy practice in the public interest.

- Provide strategic leadership in advancing the PSI's workforce agenda through the implementation of the 2023 Workforce Intelligence Report recommendations, ensuring sustained collaboration with key stakeholders to address current and future workforce needs, inform policy development, and strengthen the capacity and resilience of the pharmacy profession.
- Lead national and international stakeholder engagement to influence pharmacy education and professional development policy. Represent the PSI at high-level meetings, governmental forums, and international regulatory and educational bodies.

Registration and Customer Relations

- Ensure the robustness, consistency, and security of registration processes for Retail Pharmacy Businesses, Pharmacists, and Pharmaceutical Assistants, maintaining the integrity and trust in the registration system.
- Ensure that the recognition of pharmacist qualifications is conducted to the highest standards, in compliance with national and EU legislation, codes of conduct, and best practices.
- Oversee the annual registration process, ensuring accuracy, timeliness, and compliance while continuously seeking improvements to enhance efficiency and relevance.
- Ensure all registration-related activities comply with relevant legal and regulatory requirements, maintaining the highest standards of governance and accountability.
- Lead continuous improvement initiatives to identify and implement necessary process enhancements, including legislative changes and relevant software changes, to streamline operations and improve service delivery.
- Develop and implement a comprehensive strategy to augment customer service standards, ensuring all procedures and interventions are aligned with best practice and exceed stakeholder expectations.
- Develop and maintain robust relationships with key stakeholders, both nationally and internationally, to influence standards in registration and qualification recognition, promote collaboration, and ensure that the standards, processes, and methods of registration adhere to best practice at both national and international levels.
- Monitor and manage financial performance related to registration processes, ensuring prudent use of resources and alignment with organisational goals.
- Actively participate in civil and public service networks, representing PSI and advocating for quality customer service and high standards in the sector.
- Contribute to the development and implementation of organisational policy and strategy, ensuring alignment with long-term goals and the evolving needs of the profession and stakeholders.

Managerial responsibilities

- Actively participate as a member of the Executive Leadership Team.
- Be responsible for the definition, delivery and implementation of business strategies that support organisational objectives.
- Take responsibility for compliance with and implementation of best practice in your functional areas and oversee quality assurance initiatives.
- Leverage the potential of digital transformation and continuous improvement to optimise service delivery and increase resources for risk-based added value activities.
- Adapt business priorities to meet changing and emerging needs in the future.

- Manage and mitigate risks in your functional area and strategic objectives for which you have oversight.
- Manage any assigned staff in accordance with PSI policies and procedures.
- Mentor, develop and build the capability of your managers.
- Lead an organisational culture that supports high performance, employee engagement and organisational effectiveness.
- Promote the mission, vision and values of PSI.
- Build, manage and maintain productive and positive relationships with internal and external stakeholders.

General

- Share knowledge and learning with your team and wider organisation.
- Provide support to organisational projects, working groups, committees, etc.
- Promote and contribute to a culture of continuous improvement, transformation and innovation within PSI.
- Identify risk and assist the organisation in our purpose of mitigating regulatory risk in the interests of assuring the public that pharmacy care and services are safe.
- Participate in cross-functional initiatives and developments that contribute to the delivery of the strategic objectives of PSI.
- Proactively engage in performance development reviews and actively engage in opportunities for learning and development.
- Other duties assigned by Registrar/Chief Officer.

Important note: The above job description is not intended to be a comprehensive list of all duties involved, and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at present, which will be reviewed and assessed on an ongoing basis.

PSI is undergoing a process of digital transformation and organisation renewal. Therefore, job content (including titles), lines of reporting and organisational positioning of individual roles will be subject to change and evolution.

Key Requirements

Applicants must have, on the closing date for receipt of applications:

- Be a registered Pharmacist with the PSI or be entitled to be so registered.
- A relevant level 8 degree or equivalent on the National Framework of Qualifications (NFQ) and/or a professional qualification.
- A minimum of 10 years of work experience.
- A minimum of 5 years of demonstrable leadership experience at an appropriate senior level.
- Substantial experience in at least one of the following areas:
 - Healthcare professional education, training and ongoing development.
 - Comprehensive experience working in a statutory regulatory environment.

In addition, the following are considered desirable:

- A relevant postgraduate qualification at level 9 or equivalent on the NQF in a related discipline.
- Experience in supporting Boards and/or committees in a regulated environment.
- Experience in a public regulatory body, ideally in the health or social care fields.
- Experience in effective end-to-end project management and process improvement delivery.

Key Competencies	
Competencies	Description
Specialist Knowledge / Expertise & Self Development	<ul style="list-style-type: none"> • Develops and maintains skills and expertise across a number of areas that are relevant to their field and are 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.
Judgement, Analysis & Decision Making	<ul style="list-style-type: none"> • 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, makes decisions in a timely manner and has 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	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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
Leadership & Strategic Direction	<ul style="list-style-type: none"> • Leads the team, setting high standards, tackling any performance problems and facilitates high performance. • Facilitates an open exchange of ideas and fosters an atmosphere of open communication. • Contributes to the shaping of organisation / Government strategy and policy. • Develops capability and capacity across the team through effective delegation. • Develops a culture of learning and 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.
Building Relationships & Communication	<ul style="list-style-type: none"> • 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 positively and constructively. • Works effectively within the political process, recognising and managing tensions arising from different stakeholders' perspectives. • Persuades others; builds consensus; gains cooperation 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.

<p>Drive & Commitment to Public Service Values</p>	<ul style="list-style-type: none"> • Public safety is at the heart of everything and acts to ensure that safety. • Values, appreciates and respects everyone engaged with. • Works in partnership with colleagues and all stakeholders. • Behaves with integrity and objectivity; actions are evidence-based and timely.
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Conditions of Employment

Probation

A probationary period of **11 months** applies to this position.

Pay

The salary scale for this post is **€94,178 - €108,240** (Chief I Pharmacist – HSE). Entry will be at the first point of the scale for new entrants 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. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

Superannuation

The successful candidate will, upon appointment, become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.

Hours of Attendance/Working Week

The normal working week is not less than **35 hours**, exclusive of lunch breaks. 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 their 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

Annual leave is **30 days** per annum, pro-rata for shorter-term contracts. This allowance is subject to the usual conditions regarding the granting of annual leave, is on the basis of a five-day week, and is exclusive of the usual public holidays and Good Friday.

Outside Employment

This role is full-time, and the appointee may not engage in private practice or be connected with any outside business that conflicts in any way with his/her duties, impairs performance, or compromises their integrity.

The appointee must avoid involvement in outside employment/business interests in conflict or potential conflict with the business of the PSI. Clarification must be sought from management where doubt arises.

How to Apply

To apply for this post, candidates should submit a comprehensive covering letter outlining why they believe their skills, experience, and values meet the requirements, an up-to-date CV and the completed application form.

This documentation should be emailed to the HR Team at recruitment@psi.ie on or before the closing date of **24:00 on Sunday, 4 May 2025**.

Late applications will not be accepted.

The PSI is an equal-opportunity employer.

Selection Process

The selection process may include:

- A competitive shortlisting of candidates based on the information submitted in their application. Both essential and desirable requirements will be used to assess the relevance of applications received.
- Up to two rounds of competitive interviews before an interview board, which may include an assessment and/or a presentation. It is expected that at least one round of interviews will be in person.
- An offer of employment will be dependent upon the candidate furnishing suitable professional references and proof of credentials and upon their successful completion of a pre-employment medical.

A panel of candidates may be established from this competition to fill the role of Head of Registration and Education. The panel will be established for a period of 12 months.

Our recruitment process complies with the *Code of Practice for Appointment to Positions in the Civil Service and Public Service*. The Code provides review and complaint procedures for candidates who are not satisfied with the selection and appointment process. You can find a copy of the Code [here](#).

Interview

Interviews will be held in **May 2025**.

The PSI is not in a position to reimburse expenses incurred by applicants for interviews.

Candidates who do not attend interviews or other assessments when required or who do not, when requested, furnish such evidence as the PSI requires in regard to any matter relevant to their candidature will have no further claim to consideration.

Candidate Obligations

Candidates must not:

- Knowingly or recklessly provide false information.
- Canvass any person with or without inducements.
- Interfere with or compromise the process in any way.

A third party must not impersonate a candidate at any stage of the process.

GDPR Privacy Notice – Recruitment Process

Purpose

The PSI conducts a competency-based recruitment process. Candidates are asked to submit a CV and a comprehensive covering letter or an application form. The recruitment process will include a pre-employment medical assessment and references check and may also involve psychometric testing.

As part of the recruitment process, the PSI will process personal data relating to potential candidates. Personal data means any information relating to an identified or identifiable living individual. The categories of personal data defined by the General Data Protection Regulation (“**GDPR**”) include identification data, e.g. name, address and emails. It also includes special categories of personal data for more sensitive information, such as data concerning health. In meeting its data protection obligations, the PSI is committed to being accountable and transparent about how it collects and uses personal data provided in your application and as part of the recruitment process.

In the case of a successful candidate, some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address).

Legal Basis for Processing Personal Data

The PSI processes the personal data contained in your CV, covering letter and application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is required from the applicant in order to process any personal data in your application for the specific purpose of progressing your application during the recruitment process.

In the case of a successful candidate(s), some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address). The personal data of potential employees and employees is processed on the basis that it is necessary for the PSI’s compliance with legal obligations (Article 6(1)(c) GDPR), which includes employment legislation. PSI personnel are provided with an internal privacy statement in relation to the use of employee information.

How Your Information May Be Shared

The following parties may receive your information for reasons outlined below:

Recipient	Purpose
HR (PSI internal)	Storing application, acknowledging responses and corresponding with candidates.
HR (external service provider)	In the recruitment of certain posts, the PSI may outsource some or all parts of the recruitment process to an external service partner. An external service partner will receive candidate submissions, in full or part, to assist with administration or assessment for the post or to manage the entire recruitment process.

Designated Hiring Manager	The designated hiring manager(s) and/or a Head of Business Area will receive applications to conduct shortlisting of candidates.
Interview Panel	Member(s) of Interview Panel(s), including the designated Hiring Manager and/or Head of Business Area and /or independent member(s) external to the PSI, will receive applications to conduct the assessment of candidates.
HR (external service provider – psychometric or other testing)	In the recruitment process for certain posts, the PSI may require psychometric or other testing to be carried out by an external service provider. The external service provider will receive candidate information, in full or part, to be used as directed by the PSI to conduct the assessment and provide information to the PSI. They will hold information relating to a candidate only for a period necessary to fulfil the service required.
Referees	Candidates are asked to provide references who can be contacted to validate work history and/or comment on the suitability of the candidate for the position. Where a candidate gives consent for the PSI to contact a named referee(s), referee(s) will be provided with the candidate's name for the purpose of providing the reference.
Occupational Health	If considered for appointment to the role, a candidate will be asked to undergo a pre-employment medical assessment. The PSI will notify the occupational health provider of the name of the candidate and contact telephone number.

Data Transfers Outside The EU/EEA

There is no transfer of information outside of the EU/EEA in the course of this process.

Automated Decision Making

This does not apply to this process.

How Long We Store Your Data

The PSI has a document management policy and retention schedule in relation to the information it holds. This may be updated from time to time.

For unsuccessful candidates, applications and all relevant correspondence will be retained and held securely by the PSI's HR Office for a period of 12 months. At the end of that period, or once you withdraw your consent, your data is securely deleted or destroyed.

For successful candidates, their application (to include interview records, assessments such as psychometric tests and evaluations of interviews conducted) will be placed on their employee file and retained during the course of their employment and for an appropriate period thereafter.

Your Data Protection Rights

You have rights in relation to the data held and processed about you by the PSI. The PSI has a Data Protection Officer who can be contacted if you wish to exercise your data protection rights.

Email: dataprotection@psi.ie

Address: Data Protection Officer, Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72.

Further detail can be found on the [PSI website](#).

Right	Explanation
Access	You can request and receive access to the information held about you for the purpose of this process at any time.
Portability	You can request and receive a copy of this information in electronic/transferable format at any time.
Erasure	You can request the data held be erased. The anticipated retention period is outlined above.
Rectification	You can request to have any incorrect information about you updated or corrected.
Objection	You can withdraw your consent or object to this information being processed.
Complaint	You can make a complaint to the PSI's Data Protection Officer (above) and/or make a complaint to the relevant supervisory authority in Ireland, the Data Protection Commission.