



Candidate Information Booklet

Inspector (Authorised Officer)/ Cigire(Oifigeach Údaraithe) (Engineer III)

Deadline for application

Sunday, 22nd June 2025

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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:	Inspector/ Cigire
Grade:	Engineer III
Contract Type:	Full Time. A panel will be created for permanent and fixed-term Inspector positions within the PSI.
Contract Duration:	Immediate Vacancy - 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 Quality and Safety Manager, the Inspector plays a key role in delivering on the PSI's strategic objective of regulating effectively for better health outcomes and patient safety.

The post holder will work as part of the Quality and Safety Team that is responsible for the inspection, monitoring, and assessment of the quality and safety of the healthcare services delivered through community pharmacies and, in so doing, contributes to PSI's mission of protecting the public while also working with the community pharmacy sector to build a strong culture of safety, quality, and good governance.

Key Duties and Responsibilities

Key duties of the role will include but are not limited to:

Inspection

- Support the Quality and Safety Team functions.
- Conduct inspections/assessments in line with the provisions of Section 67 of the Pharmacy Act 2007 and other legislative provisions.
- Prepare for, organise, and carry out virtual and on-site assessments of pharmacies in accordance with PSI policies, processes and procedures and the relevant legislation.
- Provide support to, guidance for, and outreach to, the community pharmacy sector.
- Provide support to other business areas within PSI to assist with the development and review of appropriate guidance materials.
- Identify and collect data and evidence, as appropriate, that will enable regulatory judgments to be formed that are clear, consistent and evidence-based.
- Take responsibility for the collection and analysis of data and information required to make risk-based judgements.
- Identify and recommend appropriate corrective action when incidents of non-compliance with legislation or regulatory standards are identified.
- Write and assist with comprehensive and accurate reports of virtual and on-site assessments and other regulatory activities in accordance with PSI processes and procedures and satisfy the relevant legislative requirements.
- Ensure that all records relating to virtual or on-site assessment, monitoring, inspection, investigation, and other related activities are comprehensive and contemporaneous.

- Ensure the quality, consistency and timeliness of all assessment and inspection activities and any related follow-up work, including report development, dissemination, and monitoring of follow-up actions.
- Participate in all necessary actions arising from the performance of the role, including liaison with other public bodies and/or legal counsel, detaining, preserving, and storing of physical evidence, and the giving of verbal evidence in court or at any other relevant forum.
- Alert the line manager and take any other necessary steps, as directed, that may be necessary where a pharmacy service or a pharmacist is operating in a seriously unsafe manner and/or in serious default of regulatory or other statutory requirements.
- Participate in other enforcement activities or projects as directed by PSI management, including collaborative actions with external agencies.

General

- Regularly analyse workflows to identify opportunities to improve.
- Ensure standard business processes and procedures are documented and up to date.
- Provide advice, guidance and training to colleagues and various stakeholders in area of expertise.
- Manage any assigned staff in accordance with PSI policies and procedures.
- 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:

- A relevant third-level qualification (Level 7 or higher on the National Framework of Qualifications), or equivalent, in disciplines such as public administration, regulation, quality systems, public health, social policy, healthcare or social care; or a professional qualification in a health or social care discipline;
- A full clean driving licence and ongoing access to an appropriate form of private transport, which would enable the candidate to fully discharge the duties of the post (please note, the level of insurance cover required for the role is class 2);
- A minimum of 12 months work experience in a regulatory, healthcare or regulated setting.

In addition, the following are considered desirable:

- Previous experience in compliance activities, inspection or quality assurance processes.
- Experience in, and/or knowledge of, working with standards to improve the quality of health or other services.
- Previous experience in the healthcare sector.
- Experience and/or knowledge of pharmacy or quality systems in healthcare or other areas.

Key Competencies

Inspector (Authorised officer)– Pharmacy Services	
Competencies	Description
Specialist Knowledge / Expertise and Self Development	<ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives and targets of self and the team and how they fit into the work of the organisation and the wider public sector. • Has a breadth and depth of knowledge of Government issues relating to the work of the PSI and is sensitive to wider political and organisational priorities. • Displays high levels of skills/ expertise in own area and provides guidance to colleagues. • Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role.
Management and Delivery of Results	<ul style="list-style-type: none"> • Ensures proper service delivery procedures/protocols/reviews are in place and implemented. • Minimises errors, reviewing learning and ensuring remedies are in place. • Maximises the input of own team in ensuring effective delivery of results. • Takes responsibility for challenging tasks and delivers on time and to a high standard. • Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances. • Ensures quality and efficient customer service is central to the work of the organisation. • Ensures controls and performance measures are in place to deliver efficient and high-value services.
Analysis and Decision Making	<ul style="list-style-type: none"> • Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders. • Makes balanced and fair recommendations backed up with evidence. • Understands complex issues to inform clear, timely and well – grounded decisions on important issues. • Effectively deals with a wide range of information sources, investigating all relevant issues. • Identifies and understands key issues and trends.

Team Leadership	<ul style="list-style-type: none"> • Encourages, listens to and acts on feedback from the team to make improvements. • Actively shares information, knowledge, and expertise to the team to meet its objectives. • Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise. • Considers the effectiveness of outcomes in terms wider than own immediate area. • Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks. • Encourages and supports new and more effective ways of working. • Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team.
Interpersonal Communication Skills and	<ul style="list-style-type: none"> • Modifies communication approach to suit the needs of a situation/ audience. • Is assertive and professional when dealing with challenging issues. • Presents information in a confident, logical and convincing manner, verbally and in writing. • Promotes teamwork and works effectively on projects within the organisation and cross-organisationally. • Instils a strong focus on Customer Service in his/her area. • Develops and maintains a network of contacts to facilitate problem solving or information sharing. • Engages effectively with a diverse range of stakeholders.
Drive and Commitment to PSI Values	<ul style="list-style-type: none"> • Public safety is at the heart of everything, 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. • Is self-motivated and shows a desire to continuously perform at a high level.

Conditions of Employment

Pay

The salary scale for this post is **€39,083 - €78,830** (Engineer III). 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 **25 days** per annum (increasing to 29 days after 5 years' service and to 31 after 10 years' service), 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 their interest in the role to recruitment@psi.ie

This documentation should be emailed to the HR Team at recruitment@psi.ie on or before the closing date of **24:00 on Sunday, 22nd June 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 Inspector (Eng III). 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

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.