Candidate Campaign Information Pack

General Manager – Tusla Education Support Services (TESS)

Dear Candidate,

Thank you for your interest in the post of **General Manager – Tusla Education Support Services (TESS).**

This Candidate Pack includes the following information:

- Full and detailed Job Specification and important dates to note.
- Recruitment Process detail and important dates to note.
- Candidate General Declaration.

Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process. Candidate Information Pack - Recruitment Process

For any informal enquiries regarding the position and job specification please contact: Aine O'Keeffe, aine.okeeffe@tusla.ie / 086 8358884.

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: Recruitcorponat@tusla.ie or Tusla Recruit Campaign Manager: Alan Burns, alan.burns@tusla.ie / 087 4341974

Kind Regards,
Tusla Recruitment Team

An Ghníomhaireacht um Leanaí agus an Teaghlach
Child and Family Agency

Job Specification

Job Title, Grade and Grade Code	General Manager – Tusla Education Support Services (TESS) Grade Code: 0041
Campaign Reference Approval Code	TNCORP20262501
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	Thursday, 26th November 2026
Closing Date for Applications	12 noon, Monday, 14th December 2026
Proposed Interview date(s)	January 2027 - *may be subject to change based on volume of candidates and availability of Service resources.*
Contact for Informal Enquiries	Aine O'Keeffe, aine.okeeffe@tusla.ie / 086 8358884. *Making an **informal enquiry** gives you the opportunity to ask questions about the campaign and job specification. This informal enquiry contact is available only for the duration of the application process.*
Location of Post	The current vacancy is permanent and whole time with the base of the post being negotiable with the successful candidate. However, the initial assignment will be confirmed upon appointment. A panel may be created from which permanent and specified purpose vacancies of full or part time duration will be filled. For Tusla Regions & Networks please check the following link: https://www.tusla.ie/get-in-touch/local-area-offices/
Details of Service	The Child and Family Agency was established on 1st January 2014 and is responsible for a range of statutory functions including provision of child protection, alternative care, specified regulatory services and a range of family support services. The Agency has commenced a major improvement programme with significant focus on Practice, Culture and Structure. The Agency currently has responsibility for a budget of circa €1.2billion and delivers its services through over 5,500 people in 259 locations across the Country. The Child and Family Agency has responsibility for the following range of services:

	• Child Protection and Welfare • Parenting, Family Support and Early Help Services • Alternative Care • Birth Information & Tracing and Adoption • Tusla Education Support Services (TESS) • Children's Service Regulation • Counselling and Therapeutic Supports Further information is available on www.tusla.ie
Purpose of Role	The post holder will manage and operate within and across the integrated service of TESS as part of the whole service delivery model. The post holder will be part of the TESS management team, contributing to the achievement of TESS goals and policy development. The post holder will manage and operate within and across the integrated service of TESS as part of the whole service delivery model. The post holder will be part of the TESS management team, contributing to the achievement of TESS goals and policy development. The post holder will bring a wealth of experience in managing and motivating staff in ensuring excellent service delivery with the goal of maximising student attendance, participation, and retention.
Reporting Relationship	The successful applicant will report to a National Manager, Tusla Education Support Service (TESS)
Duties and Responsibilities	**Main Duties and Responsibilities** **The TESS General Manager will be responsible for the delivery of educational support services within national frameworks at local and regional level** The post holder will: • Be accountable for the delivery of education support services across a regional/ defined area as per the TESS business plan and Agency strategic objectives. • Manage and lead staff and/or programmes and/or training related to education support service functions. • Work collaboratively with school leadership, National Council for Special Education (NCSE), National Educational Psychological Service (NEPS), DEY Inspectorate and all the education partners. • Identify potential for innovation through more efficient practices and policy development. • Ensure that services are in line with TESS priorities and that they are properly managed over a range of performance measures, including financial management and resource allocation, objectives, activity and consumer satisfaction. • Work with other TESS Managers and offices to manage the adequate briefing and appropriate written responses of the National Manager for internal and external

	engagement. • Source and provide briefings to the National Manager for conducting internal and external engagements. • Answer PQ's, provide data and other management information as required. • Undertake other specific tasks as assigned from time to time by the National Manager. • Contribute to the integration of the TESS function into the wider TUSLA functions. **Statutory functions** The post holder will: • Where required, performing all statutory functions of an educational welfare officer under the Education (Welfare) Act 2000. **General Functions Management of Service** The post holder will • Manage and grow education support services that are outcome focused. • Motivate and develop the School Completion Programme and/or Home School Community Liaison Scheme and/or Education Welfare Service that are transparent and operating with a culture of robust governance and compliance standards. • Ensure the oversight of the School Completion Programme and/or Home School Community Liaison Scheme and/or Education Welfare Services with a particular emphasis on ensuring all TESS functions are governed and compliance and legislative obligations and requirements are met. • Advise and provide guidance to local management of School Completion Programme projects and/or Home School Community Liaison Clusters and/or manage Education Welfare Service teams. ***Lead the development of effective relationships and structures.*** The post holder will: • Ensure the development of relationships and communications with internal and external stakeholders to optimise the potential for effective and efficient service delivery. • Communicate as required, which will include public relations and engagement with local and national media, government departments and the political system. • Lead the development of effective relationships between the national office and relevant services at a regional and local level. • Build strong relationships with regional counterparts, network managers and key staff in Tusla. **The post holder will support a National Manager to ensure that there are robust quality and safety systems in place** The post holder will: • Ensure the management of relevant risks and implementation of best practice

	including implementing relevant audit findings in accordance with Tusla policies, or those of external standard bodies e.g. C&AG; HIQA; Internal Audit. **Education & Training** The post holder will: • Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate. **Health & Safety** • Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla – Child and Family Agency protocols for implementing and maintaining these standards as appropriate to the role. • To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. **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 him/her from time to time and to contribute to the development of the post while in office.**
Eligibility Criteria Qualifications and / or Experience	**Applicants must by the closing date of application have the following:** • A minimum level 8 qualification relevant to the delivery of the requirements of role. • At least 5 years' experience at a manager level in the Education Services, Social Services, Local Authority or the Community and Voluntary Sector, as relevant to the role. • Have a proven track record of achievement as a leader and manager in the Education/ Social Services. • Have delivered large scale change programmes across a range of services and involving multiple stakeholder or professional groups. **Health** A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character** Each candidate for and any person holding the office must be of good character.

Skills, competencies and/or knowledge	**Tusla Leadership Competency Framework** The **Tusla Leadership Competency Framework** describes the behaviours that are key to Tusla colleagues being effective in the execution of their role at all levels within the Agency. The competencies and associated behavioural descriptors, capture the transversal knowledge, skills, abilities and other characteristics that will enable colleagues, regardless of role or rank, to be effective in their work. The Tusla Leader Framework relevant for this role is Leading Service Please access this Leading Service link to fully familiarise yourself with the impact of this **Leading Service** proficiency for Tusla. **The Competency of Professional Knowledge is specifically linked to the duties, responsibilities and criteria for this role.**
Other requirements of the role	• The post holder will require access to appropriate transport as the post may involve travel. • Have awareness of children and young people's participatory practice
Application Process **Campaign Specific Selection Process** **Shortlisting / Interview**	The online application system has a time out facility, this is in order to protect the privacy of the user. This time out facility activates if the application has been 'dormant' for over 60 minutes. Any work not saved will be lost if the system times out due to lack of activity. As such please ensure to save your application as you work on it, any lost data cannot be recovered. It might be an idea for candidates to work on their applications outside of the system and copy and paste their answers into the online application forms once they are fully complete and submit then. Once your application is fully submitted you will receive a confirmation email to your profile. If you do not receive this email, your application HAS NOT been submitted and received and you should log back on to submit fully. Short listing may be carried out on the basis of information supplied in your application. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the shortlisting stage of this process (where applied) will be called forward to interview. Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process. Candidate Information Pack - Recruitment Process
Code of Practice	The Recruitment Service Child and Family Agency will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might

	be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Codes of practice are published by the CPSA and are available on www.cpsa.ie. Tusla Child and Family Agency is an Equal Opportunities Employer. Tusla Child and Family Agency recognises its responsibilities under the Data Protection Acts 2003 - 2018 and the Freedom of Information Act 2014

The Integrated Reform Programme is a significant initiative being undertaken by Tusla to improve the way in which we deliver our services to children and families.

Tusla has designed a consistent regional structure to ensure this equitable provision of services and as part of this design Tusla is moving from 17 areas to 30 networks. The initial assignment will be for Corporate/National. It is important to note that this is an initial assignment and maybe subject to change in line with the Integrated reform process. The Integrated Reform Programme may also impact on duties of this role as structures change, and you will be notified of same as the programme progresses as appropriate to this role.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.

Tusla values individual's rights and freedoms in respect of privacy and fully complies with the requirements of the Data Protection Act 2018.

All roles within Tusla carry responsibility towards the protection of personal and sensitive data.

Tenure	The current vacancy available is permanent and whole time. The posts are pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration will be filled. The tenure of these posts will be indicated at "expression of interest" stage for each individual post. The purpose of this campaign is to fill immediate urgent vacancies and it is expected that panel placements will cease if expressions are not received within the appropriate processes. Appointment as an employee of the Child & Family Agency is governed by the Child and Family Agency Act, 2013 and the Public Service Management (Recruitment and Appointments) Act 2004.
Remuneration	The salary scale for the whole time equivalent of this post is: **01/06/2026:** €87,470, €89,679, €93,178, €96,703, €100,200, €103,707, €108,804

	LSIs (Long Service Increments) are represented by emboldened figures. 1st LSI is paid after 3 years on the max, the 2nd LSI after 3 years on LSI1, and the 3rd LSI after 3 years on the 2nd LSI (where applicable). The appointee shall commence on the first point of the salary scale. Incremental credit may be given on appointment for certain types of relevant experience- more information available in Appendix 5. Candidate Information Pack - Recruitment Process Candidates should note that entry will be at the minimum point of the scale and will not be subject to negotiation, and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if the appointee is a currently serving civil or public servant.
Working Week	The standard working week applying to the whole time equivalent of this post is: **35 hours**.
Annual Leave	The annual leave associated with the whole time equivalent of this post is **30 days** per annum.
Superannuation	This is a pensionable position with Tusla. 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.
Probation	A probation period of 39 weeks, or proportion of same for fixed term /specified purpose contracts, where applicable shall apply from the commencement of employment, during which the contract may be terminated by either party in accordance with this contract. The probationary period may be extended at the discretion of management by a further 9 weeks or proportion of same for fixed term/specified purpose contracts, where applicable. Confirmation of appointment as a permanent member of staff is subject to the successful completion of the probationary period, for permanent contracts. Where you have already completed a probationary period with the Child and Family Agency, Health Service Executive, Local Authority, and there is no break in service, no period of probation applies.
Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)	The safety and welfare of children and young people is a key priority for Tusla – Child and Family Agency. All employees of Tusla are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with the Tusla – Child and Family Agency Child Protection policies.
National Standards for Children and Family Services	Employees must have a working knowledge of HIQA Standards (https://www.hiqa.ie/areas-we-work/childrens-services) and / or the Adoption Authority of Ireland Standards as they apply to the role. All Employees must be aware of their responsibilities under Children First

	National Guidance for the Protection and Welfare of Children (2017)
Ethics in Public Office 1995 and 2001 **Positions remunerated at or above the minimum point of the Grade VIII salary scale** **NOTE** **THIS SECTION REFERS TO POSTS AT €79,847 PLUS**	Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below. A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive not later than 31st January in the following year. B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of Tusla and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website http://www.sipo.gov.ie/