



Civil Service Mobility Scheme - FAQs

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GLOSSARY OF TERMS

Central Mobility Team (CMT):	The team in HR Shared Services who are the main administrators for Civil Service Mobility. They can be contacted at Mobility@peoplepoint.ie .
HR Shared Services	The branch of the National Shared Services Officer (NSSO) responsible for providing transactional HR assistance to the civil and public service. Also known as HRSS.
Eligibility:	The criteria required in order for an applicant to receive an offer of Mobility.
HRMS:	The system where the Civil Service Mobility Scheme is hosted. It can be accessed through your Self-Service if a customer of HR Shared Services, or your Local HR if a Non-HR Shared Services customer.
Legacy Date:	An applicant's verified application date for transfer made through one of the legacy transfer mechanisms that were in use prior to Civil Service Mobility.
Receiving Local HR:	The Local HR of the organisation the applicant wants to move to.
Sending Local HR:	The Local HR of the applicant's current organisation.
Reasonable Accommodation:	Refers to necessary modifications at work to enable a staff member with a declared disability to participate and advance in employment and to enjoy equal employment opportunities.
Waitlist:	The list of staff members within a certain grade who have applied for Mobility to a specific organisation and Zone.

Zone: A Mobility area as defined under the terms of the scheme.
This may comprise a number of different locations/townlands.

GENERAL

1. What is Civil Service Mobility?

Civil Service Mobility offers an opportunity for staff members to apply for Mobility (i.e. transfer) through an open and transparent system.

It is one of a number of arrangements put in place to fulfil the requirements of Action 15 of the Civil Service Renewal Plan which calls to “expand career and Mobility opportunities for staff across geographic, organisational and sectoral boundaries” and Action 14 of the People Strategy for the Civil Service which calls for the further expansion of a coherent Mobility policy to facilitate staff development. The scheme comes under the remit of the Department of Public Expenditure and Reform, and is administered through HR Shared Services.

2. Will Civil Service Mobility include all grades?

The Civil Service Mobility scheme, which was implemented on a phased basis, now includes all general Civil Service grades up to and including Principal Officer.

3. Are professional and Technical grades included in the scheme?

Professional and Technical grades are not currently included in the scheme. Consideration is currently being given to include these grades and staff will be notified in due course.

4. Are Industrial grades included in the Civil Service Mobility scheme?

State Industrial employees are not included under the Civil Service Mobility scheme.

5. What organisations are participating in Civil Service Mobility?

All Civil Service organisations are participating in the Civil Service Mobility scheme.

6. What Phases were launched for Civil Service Mobility?

List-based Mobility

Phase 1A opened for applications on 13th November 2017 and for offers on 10th September 2018. This phase facilitated the general Civil Service grades of Clerical Officer (CO) and Executive Officer (EO) for Mobility between Zones and within Zones (excluding applications to move within County Dublin).

Phase 1B opened for applications on 14th June 2019 and for offers on 2nd September 2019. This phase expanded phase 1A to include Mobility within the Zone of Dublin.

Phase 2A opened for applications on 18th January 2021 and for offers on 8th June 2021. This phase facilitated the general Civil Service grades of Higher Executive Officer (HEO) and Administrative Officer (AO) for Mobility between and within 46 Mobility Zones (similar to Phase 1).

Advertisement-based Mobility

Phase 2B opened on 16th July 2021 for the general Civil Service grades of Higher Executive Officer (HEO) and Administrative Officer (AO) (including 3rd Secretary (DFA)) for mobility between and within 46 Mobility Zones. Staff members in the grades can register their interest for Mobility alerts on the [HRSS Self-Service homepage](#) in one or more of the categories of specialist roles that require qualifications or more specialist expertise (ICT, HR, Audit, Legal, IGES, Business, Finance, Courts and Employee Assistance).

Note: AOs and HEOs can apply for Phase 2A and 2B of the scheme.

Phase 2C opened on 2nd November 2020 for the general Civil Service grades of Assistant Principal (AP) and First Secretary (DFA) for mobility between and within 46 Mobility Zones. Staff members in the grades can register their interest for Mobility alerts on the [HRSS Self-Service homepage](#).

Principal Officer (PO) Mobility went live in September 2015 for the general Civil Service grades of Principal Officer (PO) and Counsellor (DFA) for mobility between and within 46 Mobility Zones. Staff members in the grades can register their interest for Mobility alerts on the [HRSS Self-Service homepage](#).

APPLICATION PROCESS

7. How do I apply for Mobility if my organisation is with HR Shared Services?

Mobility applications can be made through the [HR Shared Services Self-Service](#).

8. How do I apply for Mobility if my organisation is with HR Shared Services and I am a remote worker / absent on leave?

HR Shared Services customers without access to the HR Shared Services Self-Service i.e. Remote workers, staff members on sick leave, or a leave of absence (Career Break, Shorter Working Year, Domestic Leave, Carer's Leave, etc.) can apply by completing an application form which can be found at <http://hr.per.gov.ie/civil-service-Mobility/>. The Central Mobility Team in HR Shared Services will have access to input applications received by application form on behalf of staff members, as well as access to edit Mobility applications if formally requested by applicants who have no access to the Mobility Portal.

9. How do I apply for Mobility if my organisation uses HRMS but is not with HR Shared Services?

Non-HR Shared Services customers (on HRMS system) will be required to complete an application form which can be found at <http://hr.per.gov.ie/civil-service-Mobility/> and forward completed form to their Local HR. Local HR will have access to input applications received by application form, as well as access to edit Mobility applications if requested by applicants.

Note: The Mobility application date which will apply will be the date the application is received in Local HR.

10. How do I apply for Mobility if my organisation is not on HRMS or HR Shared Services?

Non-HR Shared Services customers (not on the HRMS system) will be required to complete an application form which can be found at <http://hr.per.gov.ie/civil-service-Mobility/> and forward the completed form to their Local HR for date stamping and recording purposes.

11. How do I apply for Mobility to the Irish Prison Service, the Ombudsman for Children's Office or the National Council for Curriculum and Assessment?

A staff member wishing to apply to these organisations must complete the relevant application form which can be found at <http://hr.per.gov.ie/civil-service-Mobility/> and submit directly to their chosen organisation.

12. If I have no access to HR Shared Services where do I get an Application Form to apply for Mobility?

The Application Form can be downloaded at <http://hr.per.gov.ie/civil-service-Mobility/>

Please note that there are different Application Forms for HR Shared Services customers and non-HR Shared Services customers and only the correct Application Form will be accepted.

13. How will I receive automated notifications from the system if I have no access to HR Shared Services Self-Service?

Applicants are fully responsible for their own application(s).

Staff members must ensure that valid monitored personal and work email addresses are complete on their 'Personal Information' page in HR Shared Services.

Non-HR Shared Services customers must ensure that valid monitored personal and work email addresses are complete on the Application Form which must be submitted directly to their Local HR.

If the contact information is not up to date/not recorded, the applicant will not receive notifications regarding the scheme as this will be the primary form of contact with applicants - the Central Mobility Team, HR Shared Services and Local HR will not be responsible for non-delivery of messages where e-mail contact information is not up-to-date/not recorded.

14. How many Organisations can I apply for?

Mobility applications can be made to a **maximum of 2 Zones**, with a maximum of 5 organisations per zone.

15. Will my choices be in order of preference?

There will be no order of preference of Zone or Organisation.

16. Is the system pre-populated with information from the HRMS system?

The Mobility system is pre-populated with all required information directly from HRMS where an applicant is on the HRMS system.

17. Can I cancel my application?

An application can be removed/cancelled at any time by logging into your HR Shared Services Self-Service or by emailing the CMT or your Local HR (where you are a non-HR Shared Services customer).

18. What happens if I entered the incorrect grade upon application – can I change this with no consequences?

This should not happen as the system is pre-populated with information from the applicant's HRMS record.

19. Who do I contact if my pre-populated details are incorrect?

Where an applicant believes that pre-populated information in their application is incorrect, they should contact their local HR.

20. Do I need to input my length of service in the grade?

No. Your personnel information will auto-populate from the HRMS. Where an applicant believes that the information is incorrect, they should contact their local HR.

21. What happens if I change my grade?

Where an applicant's grade changes on promotion, their application(s) will be automatically withdrawn from all Mobility lists at the previous grade. However, if an applicant reverts to their previous grade within a **12 month period**, they may raise a case with HR Shared Services (or their Local HR, for officers who are not customers of HR Shared Services) to have their application(s) reinstated. Note: the requested reinstatement of the application(s) must be within this 12 month period.

Where an applicant's grade changes through a downgrading, their application(s) will be automatically terminated.

A staff member may re-apply for any existing Mobility opportunities at their new grade, if applicable.

22. What happens if I am successful in an Open Competition for a position at my current grade in a different organisation/location and accept the position?

All applications will automatically be terminated on the Mobility system following resignation and rehire. The applicant may raise a case with HR Shared Services (or their Local HR, for officers who are not customers of HR Shared Services) to have all applications outside the Zone in which the applicant has commenced duty reinstated on the Mobility system with the original application date.

Note: this request for reinstatement of the application(s) should be submitted **no later than two weeks** following commencement of duty.

The applicant may reapply for organisations within the Zone their new position is in. The actual application date will apply in this instance.

23. I am on contract – can I apply?

Civil Service Mobility is only open to permanent Civil Servants.

24. I am a Temporary Clerical Officer – can I apply?

Civil Service Mobility is only open to permanent Civil Servants.

25. I am a permanent Civil Servant – can I apply for a Mobility move to a public service body such as the HSE, Road Safety Authority, or National Library?

Civil Service Mobility is only open for Mobility between Civil Service organisations.

Consideration will be given at a later stage to extending Civil Service Mobility to enable greater Mobility across the Public Service and provide additional development opportunities.

26. Can I place my application on-hold and remain on a waitlist?

An applicant may temporarily place their Mobility application on-hold through the HR Shared Services Self-Service. Where an applicant has no access to the HR Shared Services Self-Service, they can contact the CMT by email at Mobility@HR Shared Services.ie to place their application on-hold.

Non-HR Shared Services Customers will be required to contact their Local HR.

This will not affect the applicants' position on any waitlists.

Note: An application cannot be placed on-hold in the event that they are being considered for a move.

27. Can my organisation place me on-hold?

Organisations will have the facility to temporarily place an office outbound list 'on-hold' where moves will have a negative impact on the business of that office. The on-hold facility can be implemented on a grade specific basis, i.e. CO / EO / HEO / AO. An email will issue to all applicants on the outbound list indicating that the temporary suspension is in place. Any ongoing temporary suspensions will be reviewed by Civil Service HR in the Department of Public Expenditure and Reform after a **6 month period** in consultation with the relevant Personnel Officer/HR Manager and the Staff Side.

Applicants that are based at a suspended location will continue to receive the annual confirmation of interest email.

28. What happens if I am on a career break/special leave without pay?

An applicant may apply for Mobility while on a career break/special leave without pay. An offer made may be subject to the immediate resumption of duty in the new organisation. The applicant will not be permitted to defer taking up the new appointment.

Where an applicant wishes to be made an offer of Mobility while on leave, it is their responsibility to ensure that their home email address up to date and monitored. Any declined offer or offer left unanswered after a period of **5 working days** will be regarded as a termination of the application(s) for the organisation(s) in the Zone.

Where an applicant does not wish to be made an offer of Mobility while on leave, it is their responsibility to ensure that their application is marked as 'on-hold'.

29. I am a HR Shared Services customer - how can I check my placing on a waitlist?

An applicant can check their position on a waitlist through their HR Shared Services Self-Service.

Where an applicant has no access to the HR Shared Services Self-Service portal, they can contact the CMT by phone at 076 107 1000, or by email at Mobility@peoplepoint.ie.

30. I am a HR Shared Services customer - how can I check my eligibility status?

Eligibility status can be viewed both before and after applying through their HR Shared Services Self-Service.

Where an applicant has no access to the HR Shared Services Self-Service, they can contact the CMT by phone at 076 107 1000, or by email at Mobility@peoplepoint.ie.

31. I am not a HR Shared Services customer – how can I check my placing on a waitlist and my eligibility status?

In order to check their position on a waitlist or their eligibility status, Non-HR Shared Services Customers must contact their Local HR for verification.

32. Will I receive an auto-notification when my 'place on a waitlist' changes?

No. Automated e-mails will, however, be sent when an applicant reaches particular milestones on a waitlist such as:

- a) When an offer of Mobility is being considered, however, a further assessment is required at Local HR level on Performance (PIP); Discipline and Attendance.
Note: The applicant will have the option at this point to cancel their application. If an applicant cancels their application, the application(s) will be withdrawn for the specified organisation in the specified Zone only. The staff member may re-apply for the same organisation, however, the application will be prioritised on the new date that the application is made.
- b) When a formal offer of Mobility is being made.
- c) Annual confirmation of interest request (issues in January).

When this auto-notification is received, the applicant must respond as instructed in the email. *An applicant is strongly advised to complete this process early in the timeframe to avoid any delays.*

33. Will my current organisation know that I have applied for Mobility?

All organisations will be able to view their inbound and outbound waitlists. They will not be able to view where an applicant has applied to move to.

34. Do I have to agree to any terms and conditions or any other requirements before applying for Mobility?

There are terms and conditions for each grade that an applicant **must read and agree to** before they can apply for Mobility. There is also a list of job descriptions for each grade that an applicant must read and agree to before they can apply for Mobility.

When an applicant selects an organisation, they agree to carry out the duties of the new role, including participation in the Learning and Development process, with a view to becoming proficient on the same basis as existing staff members. Some organisations have particular business requirements, which can be viewed at <http://hr.per.gov.ie/civil-service-Mobility/>

35. Is Garda Vetting required?

Some organisations require extensive Garda Vetting such as Garda Civilians, An Garda Síochána; Irish Prison Service; Department of Foreign Affairs; Irish Human Rights and Equality; Director of Public Prosecutions; Courts Service; and the Oireachtas.

This vetting process may delay the date of Mobility following formal acceptance of a move.

36. Can I appeal reinstatement of my application following a cancellation of same?

There is no appeals process in cases of non-compliance with the terms and conditions for the Mobility scheme. A case can be raised with the Central Mobility team / Local HR (if not HRSS client) if the cancellation is due to a technical glitch or where an applicant cancels their application by accident and makes contact upon receipt of the cancellation notification.

37. How will I be ranked on a Mobility waitlist under the scheme?

In the first instance, priority will be based on the date of application¹.

In the second instance, priority will be based on the length of reckonable service in the grade.

38. Will there be a separate list for each organisation in each Zone?

There will be a separate waitlist for each organisation in each Zone. Organisations can also filter a waitlist for satellite towns.

39. I was an EO prior to the SO-EO Integration Agreement – will I be higher on the waiting lists than former SOs who are now EOs through the Agreement?

In relation to length of service in grade, priority on waiting lists will be based on:

¹ (a) DAY 1 applications - **CO and EO** applications recorded between 13/11/17 and 08/12/17 are treated as made on 13/11/2017 (excluding Mobility within Zone 46 – Dublin) and **HEO and AO** applications recorded between 18/01/2021 and 12/02/2021 are treated as being made on 18/01/2021.

(b) **CO and EO** - from 13/11/17-07/02/18 applicants had a window of opportunity to apply a legacy application date from a former transfer mechanism (Central Application Facility (CAF) – 1st choice; Central Transfer List; or Internal Regional Transfer List). **HEO and AO** – from 18/01/2021-12/03/2021 applicants had a window of opportunity to apply a legacy application date from a former transfer mechanism (Central Application Facility (CAF) – 1st choice; or Internal Regional Transfer List). Where a legacy date was applied and verified by the owner of the transfer list, this is considered the application date. Where unverified, the system defaults to the actual date of Mobility application. Where verified date is earlier, the system holds the legacy date that was applied at application stage. Where verified date is later, the system is replaced with this later verified date (excluding Mobility within Zone 46 – Dublin).

(c) **CO and EO** – all applications received from 08/02/18 are treated on a daily basis; **HEO and AO** - all applications received from 13/03/2021 are treated on a daily basis.

(d) Mobility within Zone 46 – Dublin. **CO and EO** - all applications made between 14/06/19 and 04/07/19 are treated as being made on 14/06/2019. **EO and HEO** – all applications made between 18/01/2021 and 12/02/2021 are treated as being made on 18/01/2021

- a) EOs (in grade prior to 1 January 2017), with ranking based on reckonable service; followed by
- b) integrated SO/EOs, with ranking based on reckonable SO service.

40. Are all former SOs integrated with the EO grade?

The SO grade no longer exists and all former SOs have been integrated with the EO grade.

41. What about grades that are remunerated at the SO pay level?

There are a number of Civil Service grades that are remunerated at the SO pay level that may also be described as SO for HRMS/administrative purposes; these grades generally have a defined role which does not correlate with the traditional supervisory role of the SO, they are not SOs and are accordingly considered outside of the Mobility process.

42. I was a Temporary Clerical Officer (TCO) and am now a permanent CO – will my TCO service be reckonable?

Former TCO service is only deemed as reckonable service under Civil Service Mobility where the service was carried out on an aggregated basis with the same organisation and in the same location that the staff member is currently employed as a permanent Clerical Officer.

It is important to note that an applicant must have successfully completed their probation period in a permanent capacity before a Mobility move can be advanced.

43. Can my waitlist position regress?

A waitlist position may regress due to exceptional circumstances. Some examples of why this could happen are:- a technical system glitch has arisen; another applicant's application is cancelled in error and is subsequently reinstated by the administrators of the scheme.

SEQUENCING

44. When will a vacancy be filled through Civil Service Mobility?

Organisations will fill vacant posts in accordance with the following organisational sequence:

CO – 1 in 2 vacant posts will be filled through Mobility.

EO* – 40% Open: 30% Interdepartmental** : 30% Internal.

HEO - 1 in 6 vacant posts will be filled through Mobility. Mobility will fulfil an Interdepartmental liability.

AO – 1 in 6 vacant posts will be filled through Mobility.

AP – 1 in 6 vacant posts will be filled through Mobility – 1 in 3 to be advertised. Mobility will fulfil an Open liability.

PO – 1 in 6 vacant posts will be filled through Mobility – 1 in 3 to be advertised. Mobility will fulfil an Open liability.

*The EO sequencing will revert to 50% Open : 25% Interdepartmental : 25% Internal on conclusion of the Public Service Stability Agreement, 2018-2020.

**one in every two Interdepartmental vacancies to be filled by Mobility.

The above sequencing will be applied on a nationwide basis.

45. Does an internal transfer replace a Mobility/Open sequencing liability?

An internal transfer does not replace any sequencing liability and should be recorded on the HRMS system as a 'lateral transfer'.

46. If the successful Mobility applicant is already in the organisation how is this counted?

If a staff member is moved through the Mobility Scheme it will be counted as a Mobility move and will fulfil a sequencing arrangement.

47. If a PO1 moves through the Mobility scheme is this counted as a PO1 sequencing liability?

If the organisation have PO1 sequencing it will be counted against a PO1 liability, however, it will be counted against the PO standard where the organisation do not have PO1 sequencing.

48. Will all positions in the general Civil Service grades be filled through Mobility?

Not all positions are required to be filled through Mobility – Departmental nationwide sequencing will apply (*see reply to Q.7 above.*)

49. Can I continue to make applications through the Central Transfer List scheme or the Central Application Facility (CAF) or my organisation's Internal Regional Transfer Lists?

The facility to make applications through these mechanisms is no longer available. The Civil Service Mobility scheme replaced all of these schemes.

50. Can I still move internally within my organisation?

Internal mobility continues to take place nationwide within an organisation, outside of the remit of the Civil Service Mobility Scheme for the grades of Assistant Principal and Principal Officer.

For the grades of Clerical Officer, Executive Officer, Higher Executive Officer and Administrative Officer, internal mobility can only take place within a given zone (where an organisation has more than one office in a zone), with the Civil Service Mobility scheme to be used for all zone to zone transfers.

51. Will Head-to-Head transfers still apply?

Head-to-Head transfers between organisations will no longer apply.

52. What about the Redeployment Panel?

The Public Service Agreements (PSAs) covering the period 2010-16 (Croke Park and Haddington Road Agreements) provide for agreed redeployment arrangements to apply in the Civil Service and in other parts of the Public Service.

Under the PSAs, the Redeployment Panel generally takes precedence over other arrangements for filling posts, including Civil Service Mobility, and supersedes any existing agreements on the deployment of staff.

List-based Mobility Scheme – CO, EO, HEO, AO

53. Can I apply to a specific area in Zone 46?

Zone 46 **is** treated as a single Zone.

In general, staff members moving to or within Zone 46 will be assigned to an office in the core location area. The core location area includes all offices within a 4km straight-line radius of the GPO – see our interactive map at www.hr.per.gov.ie/civil-service-Mobility/. Exceptions to this general rule are office headquarters such as the NSSO, Clonskeagh and the Presidents Establishment, Phoenix Park.

Following a move a staff member may apply to their Local HR for an organisational internal transfer to an office location outside the core location area (where applicable) e.g. Departments of Foreign Affairs and Trade; Employment Affairs and Social Protection and Garda Civilian have an office located in Balbriggan.

In general, 1 years' service in the core location area will be required before a staff member can avail of an internal transfer.

54. Is there a 'Priority Mobility List' for special personal circumstances?

There is no Priority Mobility List for special circumstances.

55. I have an existing application to move to another office within my organisation; this office is within the same Zone that I am currently in. Do I need to apply for Mobility?

Your organisation's internal transfer arrangements will apply for staff moves within a Zone (see reply to Q.12 above).

56. I have an existing application to move to another office within my organisation; this office is in a different Zone from the one that I am currently in. Do I need to apply for Mobility?

You are required to apply through the Mobility scheme for a move to a different Zone (see reply to Q.12 above).

57. When is the system open for Local HR to make an offer?

See Q6 on opening dates for all phases above.

58. How will I know what and how many locations I can apply for under Civil Service Mobility?

An applicant can view the **46 Mobility 'Zones'** on an interactive Mobility map of Ireland (see <http://hr.per.gov.ie/civil-service-Mobility/>).

The map includes the number of towns along with the details of the organisations present and information about each building such as: **flexitime; 24/7 shifts; wheelchair friendly building; Irish requirement and the total number of positions (including vacancies) per grade in the building.**

Applicants may select a maximum of **2 Zones** with a maximum of 5 organisations per zone.

Example:

Niall currently works in the Revenue Commissioners in Sligo Town (Zone 4) and wishes to work in Letterkenny Town (Zone 1). Zone 1 also includes other towns surrounding Letterkenny Town, such as Buncrana and Ballybofey.

Niall selects Zone 1 and applies for Mobility to the Revenue Commissioners, Legal Aid Board, Department of Justice, Employment Affairs and Social Protection, and Education & Skills.

All of these organisations are based in Letterkenny Town; however, several of them are also based in the other locations in Zone 1, e.g. the Department of Employment Affairs and Social Protection is also based in Buncrana.

Niall may therefore be offered a Mobility transfer to any of his selected organisations in any of the locations of his selected Zone.

59. Can I choose an office address rather than a Zone?

An applicant cannot choose an office address rather than a Zone. An applicant can choose the organisation in a Zone and will have access to view the addresses for the organisation in this Zone on the interactive map.

Some Zones will have optional satellite towns which are based on the distance from the designated main town in the Zone, for example:

Zone 1: Letterkenny Town, Raphoe, Ballybofey, Lifford, Milford, Bridgend.
Optional Satellites: Buncrana, Carndonagh

60. What if I only want to apply for a satellite town of a Zone?

The Mobility system is designed in such a way that an applicant, who only wishes to apply for a satellite town, must also select the main Zone options for the specified organisation (where applicable). However, applicants who only want a move to a satellite location, will not be removed from an organisation's waitlist in that Zone if they decline an offer for another branch of that organisation in the main Zone. For example, the applicant can refuse an offer of Mobility to Waterford City where they only wish to move to one of the satellite towns of Zone 37, i.e. Dungarvan or Lismore.

Applicants should inform their local HR office that they wish to avail of this option upon receipt of the pre-offer notification.

It should be noted that an applicant who chooses this option will only be able to avail of a move to the specified satellite town. This provision applies to all applications for the specified Zone and applicants availing of it should cancel applications for any other organisations that do not have a branch located in the satellite town in question.

61. Do all organisations have access to the Mobility Portal?

No. The following participating organisations do not have any access to the Mobility Portal:

- Irish Prison Service
- Ombudsman for Children's Office
- National Council for Curriculum and Assessment
- Residential Institutions Redress Board.

62. I work for an organisation that does not have access to the Mobility Portal (see list at Q.24 above). How do I apply?

Due to different HR systems these staff cannot be included automatically - see manual process [here](#).

63. Will consideration be given to the need for fluent Irish speakers?

Where a position becomes vacant and requires a proficiency in the Irish language, an offer will be made to the highest eligible applicant who has indicated the required level of Irish on their application.

Advertisement based Mobility Scheme

64. How do I apply for Advertisement based Mobility?

Staff members in the grades can register their interest for Mobility alerts on the HRSS Self-Service homepage in one or more of the categories of specialist roles that require qualifications or more specialist expertise. Registration guide documentation can be found on the mobility website <https://hr.per.gov.ie/career/civil-service-mobility/>

65. What if my organisation is not set up on the HRMS platform?

Staff members not on HR Shared Services and HRMS system e.g. administrative staff members of the Irish Prison Service, staff of the Ombudsman for Children's Office, and the National Council for Curriculum and Assessment will receive email notifications from their departments alerting them of new postings on the platform.

LEGACY DATES

66. Can I still be offered a transfer from the mechanisms at Q.12 above?

Transfers through legacy mechanisms as defined at Q.12 will be exhausted upon the go-live of offer stage for Phase 2A.

Following the offer-stage, Local HR can use the following mechanisms to facilitate transfers:

- Civil Service Mobility;
- Internal transfer arrangements (this is only applicable within a Zone e.g. where the organisation has more than one office in a Zone and the move is from a staff member within the Zone).

67. How do I apply a Legacy Date to my Mobility application?

Legacy Dates could only be applied to a Mobility application within the first **40 working days** of the go live of phase 1A and 2A of the Scheme – this opportunity is now closed.

68. I missed the deadline – can I still apply a legacy date?

The facility to include a Legacy Date on a Mobility application is no longer available.

69. My legacy application date is for a town and I don't want to move anywhere else in the zone. What can I do?

Applicants who have a verified legacy date will be asked, prior to an offer being made, if they are willing to accept a Mobility move to a different location in the Zone to that applied for through their legacy mechanism. For example, where an applicant has a legacy date verified in Zone 45 from a CAF in Killarney, and a vacancy arises in Killorglin that is deemed to be filled through Mobility they will be contacted by their Local HR to see if they are interested in the move. If this is not accepted the applicant's placing on a mobility list (or lists) will not be affected. If, however, they are interested in this move the offer of mobility will be made to them and the rules of the scheme will apply.

70. What happens if verification of my Legacy Date was not provided within this timeframe?

If the required verification was not received within the timeframe, the Legacy Date no longer applies and the date of original application to Mobility will be used to decide the placing on the applicable Mobility list(s).

71. What happens if my verification date is different from the Legacy Date I entered on my Civil Service Mobility application?

Where the verified Legacy Date was confirmed to be earlier than that entered on the Mobility application, the Legacy Date that was entered at application stage applies.

If the verified Legacy Date is confirmed to be later than that entered on the application, the later verified Legacy Date applies.

72. Can I still provide verification of my Legacy Date?

The facility to include a Legacy Date on a Mobility application is no longer available.

73. I was higher on my transfer legacy list than I am on the Mobility waitlist(s) I have applied to, even though I used my Legacy Date – why is this?

Application dates from the different legacy transfer lists used in the Civil Service (i.e. Central Applications Facility, and Internal Regional Transfer Lists) are considered for the Mobility scheme. As such, an applicant's placing on a Mobility waitlist is not guaranteed to correspond to their placing on a particular legacy transfer list that they were on.

Placings will be based on 1. Legacy date (earliest legacy date is given precedence); 2. Date of Mobility application; 3. Length of reckonable service in grade.

Example: Jane has a CAF legacy date of 1st February 2005 and has a placing of 4 for Carrick on Shannon. Simon has an Internal Regional Transfer List legacy date of 5th March 2007 and has a placing of 1 for Carrick-on-Shannon.

In this example Jane will be placed higher on the waitlist than Simon.

PRE-OFFER STAGE - ELIGIBILITY & SUITABILITY ASSESSMENT

It should be noted that the Mobility system will automatically flag applicants as ineligible if they do not meet certain eligibility criteria.

There are also a number of additional eligibility criteria which Local HR use to determine whether an applicant is suitable to receive an offer of Mobility. This process will involve an assessment of an applicant's suitability for Mobility by Local HR.

An offer of Mobility will not be made until an applicant satisfies the eligibility criteria and are considered suitable for Mobility by Local HR.

74. What are the automatic eligibility criteria for the Mobility scheme?

An applicant will be automatically deemed eligible on the Mobility system if they have:

1. 2 years' service, or more, in the current grade;
2. 2 years' service, or more, in the current organisation;
3. 2 years' service, or more, in the current geographical location;
4. a PMDS/performance rating of 'Satisfactory' for the previous working year.

An applicant must have successfully completed their probation period in a permanent capacity before a Mobility move can be advanced.

There are additional criteria that Local HR are required to complete to determine if an applicant is suitable for Mobility prior to an offer being made (see Q.75 below).

75. Is there a minimum time in organisation before I become eligible?

Yes, an applicant must be in the organisation for the preceding 2 years before they are deemed eligible.

76. Is there a minimum time in grade before I become eligible?

Yes, an applicant must be in their current grade for the preceding 2 years before they are deemed eligible.

77. Is there a minimum time in location before I become eligible?

Yes, an applicant must be in a location for the preceding 2 years before they are deemed eligible.

78. I have just been promoted to EO – am I eligible?

No, an applicant must be in their current grade for 2 years before they are deemed eligible.

79. I am a Civil Servant and am on secondment to another organisation – am I eligible?

A staff member on secondment will be treated as if they were in their parent organisation. The ICT system, however, automatically checks the current location and organisation when determining the eligibility. Where an applicant believe the eligibility to be incorrect they should raise a case with their Local HR.

80. What if I get an unsatisfactory rating in my PMDS?

An applicant will be deemed ineligible if their PMDS performance rating for the previous working year is 'Unsatisfactory' (or less than a 2 rating in cases where the person's most recent performance rating was conducted under the previous PMDS rating structure); or if they have not yet completed the previous working year's PMDS process.

81. I am currently on maternity leave/career break and cannot get my PMDS completed for previous year. What will I do?

In this instance, the PMDS performance rating for the previous working year before the leave began will be used.

82. What are the additional criteria that Local HR are required to complete before an applicant can be made an offer of Mobility?

Where an applicant is automatically deemed eligible and an offer is imminent, Local HR will be required to complete a [Suitability Report](#) to assess the applicant's current suitability for Mobility under performance (PIP), conduct and attendance. An applicant will receive a **Suitability Assessment Review** email to alert them that an offer of Mobility is imminent following the assessment. Following the completion of the Report both sending and receiving Local HR (where relevant) will determine the outcome of the move.

An applicant will not be made an offer of Mobility if they are determined to be unsuitable at the time of the assessment process. Their eligibility will also be impacted (see Q.77).

83. Can I change my mind before an offer is made?

Yes, if an applicant wishes to cancel their application to the receiving organisation at pre-offer stage, this should be performed within 3 working days of receipt of the Suitability Assessment Review email alert which they will receive at pre-offer stage - this timeline excludes the day of issue.

A cancellation of an application at this stage will result in the cancellation of the individual application only. An applicant may reapply for the organisation/Zone, however the priority of your application will be based on the new date of application. In the event that an applicant does not cancel the application and the assessment is complete, and an offer is made and declined, applications for all organisations in this Zone will be automatically cancelled.

84. What happens if I am deemed unsuitable for Mobility?

Where an applicant is deemed 'unsuitable for Mobility at this time' by their own Local HR, following the complete of the Suitability Report, their Local HR will enter a future date for review of this status on the Mobility system. **All** of the applicant's Mobility application(s) will be considered 'ineligible/on-hold' until either the review date is updated/removed or the review date expires.

Where an applicant is deemed unsuitable for Mobility at this time' by the Receiving Local HR, on the basis of their attendance record, their application(s) for that organisation **only** will be considered 'ineligible' until either the review date is updated/removed or the review date expires. This will not affect the applications to other organisations.

85. How will I know that I have been deemed unsuitable for Mobility at the time of the assessment process?

HRMS applicants will receive an alert to inform them that they have been deemed unsuitable. This alert will include details of the organisation that made the determination in their case, the review date and appeals process (where applicable).

Non-HRMS applicants will be advised of the determination by their Local HR.

86. What can I appeal and how does this process operate?

An applicant who is deemed unsuitable for Mobility under Attendance has a right to lodge an appeal against the determination. Notification of an appeal, in writing, should be received by the relevant Local HR no later than five working days from the date of the notification of unsuitability.

Where the determination of unsuitability was made by the Sending Organisation, the applicant will not be considered for any Mobility moves (pending the outcome of the appeal process).

Where the determination of unsuitability was made by the Receiving Organisation, the applicant will not be considered for any Mobility moves to this organisation (pending the outcome of the appeal process).

Where an appeal is lodged, the relevant post will be held open for a maximum of **60 working days** from the date of notification of unsuitability. This period is limited to ensure business continuity.

Where a case is forwarded to the Chief Medical Officer for advice and additional information is required this should be submitted within a 3 working day period to avoid any unnecessary delays in determination.

If the appeal is successful, the application will be reassessed. If the appeal is not successful, the Receiving Local HR may offer the position to the next person on the Mobility wait list.

After **60 working days**, if the appeal is ongoing and a determination has not yet been reached, the receiving Local HR may proceed in filling the post with the next eligible applicant on the relevant waitlist.

87. Can I appeal a decision of the Office of the Chief Medical Officer (CMO) where they agree with the initial determination on my attendance record?

Yes, an applicant can refer a determination of the CMO to an independent medical assessor. An applicant choosing to do this should inform the determining local HR in their case within 3 working days of receipt of the decision of the CMO.

It is important to note that the **60 working days (maximum)** for holding open a post covers an appeal to the CMO and any subsequent appeal to an independent medical assessor.

88. Is there a cost associated with an appeal?

There may be a cost factor for the applicant where a case that is referred to the CMO for advice on discounting requires the provision of a doctor to doctor report. This cost is borne by the applicant.

In the event that the applicant wishes to further appeal the outcome of the CMO referral, they can request for referral to an independent Medical Assessor. If such an appeal is unsuccessful the applicant may be liable to cover the cost of the referral which can be in the region of €300. The full cost is refundable where an appeal is successful.

89. What happens if my application cannot be progressed where I am under a formal investigation?

Where the application cannot be progressed on account of an ongoing investigation a vacancy will be held open for a period of up to 60 working days. This period is limited to ensure business continuity.

No negative inferences will be drawn in respect of the applicant's suitability for Mobility until such time as a determination has been reached on their case.

OFFER STAGE & MOBILITY MOVE

90. When will I be made an offer of Mobility?

You will be made an offer of Mobility where a vacancy is deemed by an organisation to be filled through the scheme and your application is:

- eligible (see section on Eligibility below),
- not placed your application on-hold (see Q.50 and Q.51), and are first on the waitlist for the organisation, of the applicants who meet these criteria.

When an officer is under consideration for Mobility they will be provided with a link to the form. The completed form is to be submitted to your current HR unit.

In the event a Reasonable Accommodation form is not received, the acceptance is considered incomplete, even after acceptance has been registered on the system. As a result, all applications within the Zone will be withdrawn.

91. If I am deemed ineligible/unsuitable for Mobility do I retain my date of application and can I be made an offer of Mobility?

Yes, the date of application will be retained where an applicant is deemed ineligible, however, an offer cannot be made until they become eligible.

92. I have received an auto-notification informing me that I may be considered for an offer of Mobility. I am not interested in availing of Mobility move at this time; what should I do?

This is a pre-offer notification and applicants have the option at this point to cancel their application. Applicants can cancel their applications on HR Shared Services Self-Service - the option to cancel an application at pre-offer stage must be exercised within a period of **3 working days** [If you do not have access to the Self-Service, and are a HR Shared Services customer – if you are a remote worker or absent on leave – please contact the Central Mobility Team at Mobility@peoplepoint.ie. If you are a non-HR Shared Services customer, please contact your Local HR.].

If an applicant cancels an application at pre-offer stage, the application(s) will be withdrawn for the specified organisation in the specified Zone **only**. The staff member may re-apply for the same organisation, however, the application will be prioritised on the new date that the application is made.

As a general rule, applicants should continuously review their applications and place them 'on hold' where they feel they will not be in a position to accept an offer, or cancel where they have changed their mind. Note: Placing an application on hold is not permissible following a pre-offer of Mobility.

93. I am currently on maternity leave and have received an auto-notification informing me that I may be considered for an offer of Mobility. If I accept the offer, will the position be held open for me until the maternity leave period has ended?

Organisations are required to facilitate a move within 20 working days and on conclusion of this move, the receiving organisation takes on all responsibility for the staff member concerned, including remuneration.

Where an applicant is on Maternity leave, the position may be filled through a temporary arrangement until the applicant returns from leave

94. I am currently on carer's leave and have received an auto-notification informing me that I may be considered for an offer of Mobility. If I accept the offer, will the position be held open for me until the carer's leave period has ended?

Organisations are required to facilitate a move within 20 working days and on conclusion of this move, the receiving organisation takes on all responsibility for the staff member concerned, including remuneration.

Where an applicant is on Carer's leave, the position may be filled through a temporary arrangement until the applicant returns from carer's leave.

In cases where the applicant is on carer's leave and availing of a reduced work pattern in the sending organisation (see extract below from Circular 39/2005), it is at the discretion of management in the receiving organisation to permit them to continue to avail of that work pattern.

*'A civil servant may engage in employment, including in the Civil Service (parent Department/Office or otherwise), provided the hours of employment do not exceed the statutory limit and the gross earnings from that employment do not exceed the approved weekly limit as set by the Department of Social and Family Affairs. **The decision to allow a civil servant to engage in employment in that Department/Office is at the discretion of the Head of the Department/Office.** It may not be possible to accommodate staff in all cases in this regard. During his or her absence, adequate care for the care recipient must be arranged.'*

It is in an applicant's interest to contact the Receiving Local HR to discuss their requirements.

95. I am currently on unpaid leave for domestic reasons under Circular 05/2010: Force Majeure and Other Urgent Family Reasons Leave, and have received an auto-notification informing me that I may be considered for an offer of Mobility. If I accept the offer, will the position be held open for me until the agreed leave period has ended?

The granting of special leave under this circular is subject to the operating requirements of the organisation not being adversely affected. It is at the discretion of management in the receiving organisation to grant the special leave.

It is in an applicant's interest to contact the Receiving Local HR to discuss their requirements.

96. How long do I have to make up my mind on a formal offer of Mobility?

You are required to respond within five working days of the formal offer being made. Where you do not respond to the offer within the required timeframe, your name will be withdrawn from all Mobility lists within the Zone in question; your name will remain on the Mobility lists for the other Zones specified in your Mobility application (if any).

It is expected that an applicant has established that an application suits their needs before making the application.

You may re-apply for the Zone; however, the application for this Zone will be prioritised on the new date that the application is made.

97. What happens if I refuse a formal offer of Mobility?

Where an applicant declines a formal offer of Mobility or does not indicate their acceptance within the set timeframe of **5 working days**, their name will be withdrawn from all Mobility lists within the Zone in question; they will remain on the Mobility lists for the other Zones specified in their Mobility application.

The applicant may re-apply for the Zone which they did not accept a transfer to; however, the application for this Zone will be prioritised on the new date that the application is made.

There is a maximum of 2 refusals per organisation, after that they are locked out from applying to that location for 12 months.

Please note that there is no maximum number of declines where the offers are made by different organisations.

98. When will I be released from my current organisation if offered a position?

In general, upon formal acceptance of an offer, an applicant will be released from their current organisation within a **four week period**.

However, where business needs arise or where an applicant has undertaken a significant specialised training or formal education programme, the release date may be delayed where agreement can be reached between the two organisations involved. The offer of Mobility will remain, although the position may be filled through a temporary arrangement until the applicant is released.

99. Do I have to move within a four week period?

In general, upon formal acceptance of an offer, an applicant will be expected to move within a four week period. This may be extended if an agreement is reached between the two organisations involved.

100. If I accept an offer, is my application automatically removed for this Zone?

An application will be removed from the Zone applied for when a Mobility move has completed under the scheme. Applications to other Zones will remain on the system where more than one Zone has been applied for.

101. Can a formal offer of mobility be withdrawn?

A formal offer of mobility can be withdrawn in exceptional circumstances. For example, an offer may be withdrawn if the Receiving Organisation initiated the process in error. Applicants should be informed about the withdrawal of an offer as soon as possible.

102. Do I have to notify my payroll area when I accept a transfer?

No. The organisations involved will complete this procedure.

103. If I am offered a position that has a 24/7 shift requirement and turn it down will I be removed from all waitlists in the Zone?

Yes, an applicant should view the interactive map to see which organisation(s) in each Zone require 24/7 shifts and where this does not suit the applicant they should not apply for this organisation(s).

104. Can I stay on the waitlist and hold my position if I do not accept an offer of Mobility?

No. Where an offer of Mobility is made through Civil Service Mobility and the applicant declines or does not respond within the required **5 day timeframe**, the applicant will be removed from the Mobility list for all other organisations within this Zone.

Exceptions to this rule are: Satellite Town opt-in; Legacy Town process; Irish Language check; and Reasonable Accommodation allowances

An applicant is advised to only apply for the organisations in a Zone that are of interest. An applicant is also strongly advised to accept or decline the offer **early** in the timeframe to avoid any delays in the process.

105. Will my move be permanent or temporary?

Successful applicants will move to a new organisation on a **permanent basis** and there is no entitlement for applicants to return to their previous role/organisation.

106. I have accepted a Mobility move and do not like it – can I apply for another move?

An applicant can make a further application for Mobility following a move, however, there is a requirement to be in the current organisation, grade and location for 2 years before they will be deemed eligible for a move.

107. Will there be any assessment/test of the indicated proficiency in the Irish language?

If the applicant accepts an offer of Mobility, they may be required to undergo an assessment of their Irish language skills before confirmation of the Mobility transfer is made. This will be at the discretion of the receiving organisation.

Where Irish language skills, following the assessment, are not considered adequate for the role, the applicant's placing on a Mobility list(s) will not be affected.

If the applicant declines this offer, their application for all organisations in that Zone will be cancelled, per the conditions of Civil Service Mobility.

108. I have a disability – will reasonable accommodation be provided?

The Civil Service is committed to providing reasonable accommodation for people with disabilities in accordance with the Equality Acts.

Where the applicant wishes to proceed with the offer the completion of a 'Reasonable Accommodation' declaration form is required in every case (link in pre-offer email). This declaration form should be submitted to their Local HR within this 3 working day timeframe.

All requests for reasonable accommodation will be dealt with on a case by case basis. More information can be found [here](#).

While all efforts will be made to provide reasonable accommodation, in some instances where this cannot be provided, the applicant's placing on a Mobility list(s) will not be affected.

109. I am a CO – will I lose my seniority on moving through Mobility?

The current union agreements regarding seniority will continue to apply for Civil Service Mobility. Service does not carry for staff members in the CO grade.

This does not affect your reckonable service length with regard to future Mobility applications.

110. I am an EO – will I lose my seniority on moving through Mobility?

The current union agreements regarding seniority will continue to apply for Civil Service Mobility. Service carries for staff members in the EO grade.

111. I am currently on a Higher Scale – will I retain that status in my new post?

The Higher Scale status will be retained.

112. I am currently a work-sharer – will I have to return to a full-time workshare pattern in my new post?

In general, positions will be full time and a work-sharing staff member who avails of Mobility may be required to alter their workshare pattern, which can include returning to full-time work, subject to the business needs of the receiving organisation.

An applicant may, however, apply for a work-sharing pattern following the Mobility move under Circular 12/2013. Work-sharing is only available in accordance with the arrangements of the receiving organisation.

113. I have been approved for parental leave / shorter working year in my current organisation will this work pattern transfer to my new organisation?

In general, positions offered through Mobility will be full time and staff members who avail of Mobility may be required to alter their parental leave / shorter working year work pattern, which can include returning to full-time work, subject to the business needs of the receiving organisation.

However, an applicant may apply for parental leave / shorter working year in accordance with the relevant statutory provisions following their move to the new organisation.

114. I have flexi arrangements – will I have a right to keep these?

No. Flexitime is only available in accordance with the arrangements of the receiving organisation.

If the organisation that the applicant moves to does not have flexi arrangements, they will be required to take on these working arrangements. For example, certain staff in the Probation and Welfare Service do not have access to flexi-time. The interactive map will provide information on where flexi arrangements are available.

115. I currently have a shift allowance – will I keep this as personal to holder?

No. Following a move, applicants holding a pay rate/payment for the performance of particular duties, hours above the standard Civil Service hours or shift working etc., and voluntarily moving to a position where these duties/liabilities or other factors for which they are payable do not apply, may not retain the pay rate/payment and may be assimilated to a general Civil Service pay scale based on reckonable service.

116. I hold a Private Secretary allowance – will I keep this as personal to holder?

Yes – a Private Secretary allowance is an agreed retention allowance and will remain unaffected. A pre-2012 Private Secretary will carry 50% of the allowance indefinitely and a post-2012 Private Secretary will carry an annually diminishing percentage of the allowance over a four year period i.e 50% year one, 40% year 2, 30% year 3 and 20% year 4. While 25% of the allowance is paid for one year where they have served in the position between six and 12 months.

117. I was a CO in the Department of Transport and was transferred to the Road Safety Authority (RSA) on vesting day. Under the agreement I opted to be redeployed into the Civil Service – will this be honoured under the scheme?

RSA staff who opted to be redeployed into the Civil Service and who made an application through the Mobility scheme between 13-11-17 and 08-02-18 are prioritised for positions in **Zone 5**. Applications made after this date are prioritised by date of application.

118. I retained my higher salary scale on availing of a move through the Redeployment Scheme – does this arrangement also apply to moves made through the Mobility scheme?

Yes, staff members who were previously redeployed into the Civil Service will continue to retain incremental movement on their current pay scale upon a move through the Mobility scheme.

119. Are there any other allowances that have a retention element?

The Private Secretary allowance is the only Civil Service allowance that has retention attached to it.

120. How do I know if my salary scale or allowance will be affected by a Mobility move?

In general applicants who hold a pay rate for carrying out duties and move through the scheme to a position where they carry out similar duties will retain this pay rate.

Where an applicant is unsure, they should make a Mobility application and any issues relating to pay and terms and conditions of employment will be clarified at the time of offer. In the event that it is determined that the salary scale is affected by a Mobility move and the applicant declines the offer all applications for the Zone will automatically terminate.

Example 1

I am a Prison Administrator and am on a different pay scale to the general Civil Service pay scale. Can I continue progressing on this pay scale following a move through Civil Service Mobility?

No. Where a staff member holding a pay rate/allowance for the performance of particular duties (overtime/shift working, liability for certain types of work, expenses incurred etc.) voluntarily moves to a position where these duties/liabilities or other factors for which they are payable do not apply, they will not retain the pay rate/allowance.

Example: A Prison Administration CO voluntarily transferring into a general Civil Service CO post will move across onto a point equivalent to their reckonable years of service in the grade, e.g. a PACO with 4 years' service and on the 4th increment of the PACO pay scale will move across to the 4th increment of the CO pay scale.

Example 2

I currently work in the Office of the Revenue Commissioners and hold an Annual Personal to Holder Allowance (APTH) which was created as part of the agreement on the integration of general service and departmental grades. Will I carry this allowance upon accepting a Mobility move?

Revenue staff members holding an APTH allowance that accept a Mobility move through the scheme to another organisation will receive compensation for loss of actual earnings. This compensation will be based on 1.5 times the actual loss. The level of loss should be established by the receiving organisation by comparing actual loss of earnings following a full twelve month period with a corresponding 12 month period in Revenue.

This calculation should take account of any allowances payable to the staff member in the receiving organisation. Any changes in salary payments arising from promotion or changes in work-sharing hours in the receiving organisation should also be taken into account in arriving at the loss of actual earning. It is recommended that 50% of the compensation due should be paid following this 12 month period with the remaining 50% of the amount due paid six months later.

Example 3

I currently work in the Office of the Revenue Commissioners and am on a Higher Tax Officer pay scale – will I retain my salary and annual leave entitlements?

Yes. Under the Integration Agreement of the General Service and the Departmental Taxes grades effective from 01/01/03 and subsequent Memorandum of Understanding, the salary scales and annual leave entitlements will be maintained through a Mobility move on a personal-to-holder basis in the event that these differ from the EO payscale.

GOVERNANCE

121. Have the Staff Unions agreed to the conditions of Civil Service Mobility?

The Staff Unions have been engaged fully in the development process and have agreed the Terms and Conditions of the scheme for all grades.

122. Has Civil Service Mobility been agreed by the Civil Service Management Board (CSMB)?

The principles and conditions of Civil Service Mobility have been agreed by the CSMB.

123. Who were the Stakeholders involved in developing Civil Service Mobility?

The following stakeholders were involved in developing this Scheme: CSMB; Civil Service HR, Department of Public Expenditure and Reform (DPER); HR Personnel Officer Working Group; HR Practitioner Working Group; Select Local Office Managers; Representatives from HR Shared Services, NSSO; the Public appointment Services; and representatives from the Staff Union.

124. Who will monitor Civil Service Mobility?

Civil Service HR Division in the Department of Public Expenditure and Reform.

125. Will I be expected to partake in a survey?

Staff will be invited to complete periodic surveys on Civil Service Mobility. This will generate key statistics and learning and enable further development of Civil Service Mobility where required. All information supplied will be used solely for the purposes of the research and will be treated in the strictest confidence. A strong participation and timely response will be greatly appreciated.

126. Who will administer Civil Service Mobility?

The Central Mobility Team (CMT) in HR Shared Services are the administrators for Civil Service Mobility where the applicant is a HRSS customer. Local HR are the administrators for Civil Service Mobility where the organisation is not a HRSS customer.

127. I am a HR Shared Services customer - who can I contact if I have a query?

Where a staff member has a query regarding their application, they can contact the CMT in HR Shared Services by phone on **076 107 1000**, by email at Mobility@peoplepoint.ie or by Post to Central Mobility Team, National Shared Services Office, HR Shared Services, Building 5, Belfield Office Park, Beech Hill Road, Clonskeagh, Dublin 4, D04A9P2.

128. I am not a HR Shared Services customer - who can I contact if I have a query?

Non-HR Shared Services Customers should contact their Local HR with any queries surrounding Civil Service Mobility and their Mobility application, who will liaise with the CMT as necessary.