



CANDIDATE INFORMATION BOOKLET

Please Read Carefully

Higher Executive Officer Position in the Legal Services Regulatory Authority

The Legal Services Regulatory Authority (“LSRA”) is seeking to identify and appoint a suitably qualified Higher Executive Officer who will play a key role in providing administrative support to the wider LSRA team. As an HEO in the LSRA the successful candidates may be deployed across the organisation, however, vacancies currently exist in the Committee Secretariat section of the Complaints, Investigation & Resolution Department.

The Legal Services Regulatory Authority

The Legal Services Regulatory Authority, the LSRA, was established under the Legal Services Regulation Act 2015 (“the Act”) as the independent statutory body responsible for the regulation of the provision of legal services by legal practitioners (both solicitors and barristers) and for ensuring the maintenance and improvement of standards in the provision of such services in the State. The Authority has a number of other functions, some of which are summarised below. Applicants should refer to the Act for full details. The Authority was formally established on 1 October 2016.

The Work of the LSRA

Since its establishment, the LSRA has been engaged in establishing and implementing its range of statutory functions. It has established and continues to maintain the Roll of Practising Barristers which is a searchable public register of all barristers entitled to provide legal services in the State. It began receiving and investigating complaints about solicitors and barristers in October 2019.

The LSRA has an ongoing statutory responsibility to promote public awareness and disseminate information to the public in respect of legal services, including the cost of such services.

The LSRA has an ongoing and challenging programme of research to fulfil its statutory reporting duties under the Act. In addition to its annual reporting duties, the LSRA has to date submitted a number of reports to the Minister for Justice under the Act. This activity has involved extensive stakeholder consultations and research into national and international practices in the provision of legal services and legal practitioner education and training.



Organisational Structure

The LSRA's executive function is provided by its Chief Executive Officer. A growing organisation, it currently has over 60 employees working across six departments. These are:

- The Office of the Chief Executive;
- Legal Services, Levy and Registration Department;
- Complaints, Investigations and Resolutions Department;
- Communications, Research and Innovation Department;
- Legal Practitioners Disciplinary Tribunal Support Department; and
- Corporate Services Department.

The LSRA's primary offices are based in Stoneybatter, Dublin 7. Blended working facilities may also be made available to staff subject to business needs.

Since 2019, the LSRA has received income by way of a statutory levy on legal practitioners as well as fees relating to the authorisation of Limited Liability Partnerships.

The Authority

The Authority of the LSRA is comprised of 11 members nominated in accordance with section 9 of the Act. The Authority has a lay majority and chair. Authority members are appointed by the Government following nomination by 10 organisations. This nomination process was designed to ensure the independence of the Authority while also achieving a gender balance and a balance of interests between legal practitioners and those consumers who avail of their services.

The LSRA's Vision, Functions and Objectives

Our Vision:

"To protect and promote the public interest and the interests of consumers of legal services whilst encouraging an independent, strong, competitive legal profession with high standards of professionalism and integrity"

LSRA Statement of Strategy 2025-2028

Our Mission:

"To regulate the provision of legal services by legal practitioners and to maintain and improve standards in the provision of legal services in Ireland."

Adapted from section 13(1) of the Legal Services Regulation Act 2015

Our Six Statutory Objectives:

The Legal Services Regulatory Authority will:

1. Protect and promote the public interest.



2. Support the proper and effective administration of justice.
3. Protect and promote the interests of consumers relating to the provision of legal services.
4. Promote competition in the provision of legal services in the State.
5. Encourage an independent, strong and effective legal profession.
6. Promote and maintain adherence to the professional principles of legal practitioners specified in the 2015 Act.

Our Four Core Values:

The work of the LSRA as a public service body will be guided by our four core values:

1. Independence
2. Consumer Protection
3. Innovation
4. Transparency and Accountability

Our Eleven Functions:

The Authority will undertake the following specific functions as part of its role:

- (1) Keep under review and make recommendations to the Minister in respect of:
 - a. admission requirements of the Law Society, Bar Council, and Honorable Society of King's Inns;
 - b. availability and quality of education and training including ongoing training for the solicitors' and barristers' professions;
 - c. policies in relation to admission and, or, entitlement to practise of the Law Society, Bar Council and the Honorable Society of the King's Inns;
 - d. professional codes;
 - e. the organisation of the provision of legal services in the State.
- (2) Disseminate information in respect of the education and accreditation requirements and any other matters referred to above as the LSRA thinks fit.
- (3) Specify the nature and minimum levels of professional indemnity insurance required.
- (4) Establish and administer a system of inspection of legal practitioners for the purposes of the Act.
- (5) Receive and investigate complaints against legal practitioners.
- (6) Establish and maintain the roll of practising barristers.
- (7) Promote public awareness and disseminate information to the public in respect of legal services, including the cost of such services.
- (8) Keep the Minister for Justice informed of developments in respect of the provision of legal services including their cost.
- (9) Keep the Minister informed of developments in respect of the provision of legal services and make recommendations to assist the Minister in coordinating and developing policy.



- (10) Undertake, commission or assist in research projects and other activities in respect of the provision of legal services, which may increase public awareness and promote an improvement in standards for their provision, and make recommendations to the Minister for Justice.
- (11) Perform any other functions conferred by the Act or by regulations made under it.

Informal Resolution of Complaints

Where the LSRA decides that a complaint alleging services of an inadequate standard and/or excessive costs is admissible under the legislation the complainant and Legal practitioner must be invited to try and resolve the complaint informally. The LSRA has a team of mediators who assist parties that accept this invitation. In general, the Higher Executive Officer manages these cases where an invitation to try and resolve a complaint informally is issued. They are responsible for assigning any cases where both parties have accepted to a mediator and managing that list. They are also responsible for managing any correspondence on the files and engaging with the parties on the files to actively encourage engagement in the informal resolution process.

Review Committee

The Review Committee was established in 2020 to carry out its statutory function under the 2015 Act. The Review Committee has 27 members in total appointed by the Authority.

These are comprised of: eight members nominated by the Law Society; four members nominated by the Bar of Ireland (formerly the Bar Council); and fifteen lay members who were appointed following a competitive selection process.

The Committee has a majority of lay members.

The Review Committee sits in Divisional Committees of three members. The Review Committee reviews decisions by the Complaints Resolution Officers in respect of complaints of services of an inadequate standard and/or excessive costs, as requested by the complainants or legal practitioners in a complaint.

Reporting to the Head of Complaints and Resolution Unit the Higher Executive Officer will progress the reviews under Part 6 of the Legal Services Regulatory Services Act 2015 in order to ensure that natural justice and fair procedures are observed and provide support in relation to matters arising from the operation of the Act.

In particular, the role will be responsible for administering the progression of complaints before the Review Committee which includes scheduling virtual meetings, compiling and preparation of Committee documentation and issuing post Committee documentation to the relevant parties of the complaints.

The role will involve administration responsibility including case management of the Committee meetings and dealing with general queries from the members.

The Higher Executive Officer will liaise with the LSRA Corporate Services Department in relation to issues such as the organisation of training requirements for members and member remuneration and recruitment.

Duties and Responsibilities:

The HEO appointed to this role will:

- Support the Head of Complaints and Resolution Unit in the management and ongoing development of the Informal Resolution process and the Committee;

- Provide advice and guidance on any queries concerning Informal Resolution and Committee policies and procedures, and ensuring that those policies and procedures are kept up to date;
- Compile and provide Mediators and Committee members with documentation relating to the Complaint;
- Assist and Co-ordinate in the delivery of virtual Committee meetings;
- Attend Committee meetings and provide minutes of these meetings;
- Provide administration support and administration advice to Mediators, Committee members and parties to the complaints;
- Ensure the Mediators and Committee's reporting obligations are complied with;
- Advise and supervise other team members to facilitate the expeditious scheduling of Informal resolution process and Committee meetings and providing support in the preparation and review of the necessary documentation;
- Liaise with external stakeholders as appropriate, attending departmental and organization wide meetings, corporate briefings and events or any other meetings as required on behalf of the LSRA or the Complaints Dept.;
- Ensure the timely progression of complaints;
- Performing any other duties as may be deemed appropriate.

ESSENTIAL CRITERIA:

Candidates must, on or before 11 March 2026.

1. A) Hold a degree (Level 7 on the National Framework of Qualifications) in a relevant discipline.

and

B) Have experience in a relevant role involving high-pressure administration environment dealing with multiple stakeholders.
2. First-rate organisational and time-management skills, with the ability to plan, prioritise and monitor multiple projects and assigned tasks in a busy work environment and working within deadlines.
3. Excellent oral and written communication skills, with a high level of attention to detail and the proven ability to write and present complex information in a concise, accessible and plain English style for different audiences.
4. Strong interpersonal and team leadership skills with some experience in liaising with senior personnel and a range of stakeholders.
5. A track record of excellent judgment and decision making in a pressure environment
6. Commitment to public service values and delivery of quality public service.

Desirable

- Knowledge and understanding of governance and compliance requirements in particular with regard to the Code of Practice for the Governance for State Bodies 2016;



- Knowledge and understanding of legal and regulatory principles and procedures;
- Knowledge of data protection legislation and/or experience of data protection requirements within an organisation;
- A high degree of computer literacy, including knowledge and experience in the use of Microsoft applications;
- Have experience of public sector policies, procedures and circulars.
- Knowledge of informal resolution procedures.

The Capability Framework for the Higher Executive Officer grade in the Civil Service and Public Service will be used in the selection process. The key dimensions of this framework are:

- Building Future Readiness;
- Leading & Empowering;
- Evidence Informed Delivery;
- Communicating & Collaborating;

The Capability Framework for the Higher Executive Officer can be found here: [Higher Executive Officer \(publicjobs.ie\)](https://publicjobs.ie)

Principal Conditions of Service

General

Appointments are on a permanent basis as a public servant as per section 25(4) of the 2015 Act, subject to the satisfactory completion of the specified probationary period.

Salary

The salary for the post is based on the starting point on the Higher Executive Officer (PPC) scale. The relevant scale is as follows (01/02/2026)

€59,435 €61,173 €62,908 €64,640 €66,380 €68,111 €69,849 €72,353¹ €75,788²

¹ After 3 years satisfactory service at the maximum.

² After 6 years satisfactory service at the maximum.

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

Salary shall be deemed to accrue from day to day and to be payable in the appointed person's bank account by equal instalments fortnightly in arrears by electronic funds transfer.

This rate of pay may be adjusted from time to time in line with Government pay policy. Statutory deductions from salary will be made as appropriate.



A staff member appointed to this post will agree that any overpayment of salary or travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991 (as amended). In accordance with that Act, the Head of Corporate Services and HR will advise the staff member in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will deduct the overpayment, at an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

Annual Leave

Annual Leave will be 29 working days, rising to 30 days after 5 years' service. This is exclusive of public holidays.

Pension

The LSRA is a Public Service Body and a relevant authority for the Single Public Service Pension Scheme (SPS). Persons employed by the LSRA will become members of the SPS.

Where an employee was already a member of a pre-2013 public service pension scheme, that scheme may apply subject to certain conditions.

More information in respect of the Scheme can be found on the website www.singlepensionscheme.gov.ie

Probation

The appointee must serve a probationary period, which normally will last for twelve months. Should the appointee's services be satisfactory as regards health, attendance, conduct and efficiency generally during the probationary period, the appointee, on completion of the period will be finally appointed. Should the appointee's services be unsatisfactory, the appointment may be terminated at any time during the period. The LSRA may extend the probationary period if necessary.

Duties

The appointee will be expected to perform all acts, duties and obligations as appropriate to this position (which may be revised from time to time.)

Hours of Attendance

Hours of attendance will be as fixed from time to time but will amount to on average not less than 41 hours and 15 minutes gross or 35 hours net per week.

The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties, subject to the limits set down in the working time regulations. This may include working evenings and weekends. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars. Appointees will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to



pay any benefits due under the Social Welfare Acts direct to the LSRA and payment during illness will be subject to the appointee making the necessary claims.

IMPORTANT NOTICE

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

The above outlines the principal conditions of service and is not intended to be a comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate



How to Apply

Application Process

Applications should be made electronically by email to recruit@lsra.ie. Email applications must be marked in the subject heading as “HEO Panel – [Your Name Here]”. Failure to do so may result in your application being deemed ineligible. Applications will not be accepted after the closing date and time.

Applicants should clearly demonstrate in the application form, by reference to specific achievements in their career to date that they possess the qualities, skills and knowledge required for the role of Higher Executive Officer as identified in the ‘Essential Criteria’ and ‘Desirable Criteria’ sections above. Also, that they can demonstrate the required capability dimensions for the role as per the Capability Dimension Framework for Higher Executive Officer (set out in Appendix One).

Guidance on Completing the Application Form

When completing the application form please read the capability dimensions in Appendix One and consider the requirements of the role as set out above. For each section, please provide specific examples illustrating how you have displayed the relevant capability dimension during your career to date in order to clearly demonstrate your suitability for this position.

Closing Date

Applications should be made electronically by email to recruit@lsra.ie. **Closing date for applications is noon (12 p.m.) on 11 March 2026.**

If you do not receive an acknowledgment of receipt of your application within three working days of the closing date, please contact adwalsh@lsra.ie

It is the LSRA’s strict policy that applications will be not be accepted after the closing date and time. This means that any application received after noon (12 p.m.) on 11 March 2026 will not be considered. You are therefore strongly advised to submit your application form well in advance of the deadline.

Selection Process

The selection process may include:

- Shortlisting of candidates, on the basis of the information contained in their application;
- A competitive preliminary interview(s);
- A technical test;
- Work simulation/role play/media exercise/presentation, and any other tests or exercises that be deemed appropriate.

Shortlisting

Whilst a candidate may meet the eligibility requirements for the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the LSRA may decide that a smaller number will be called to the next stage of the selection process. The LSRA will employ a shortlisting process to select a group who, based on the examination of the application form appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, based on their application, appear to be better qualified and/or have more relevant experience. An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. It is therefore in your own interest to ensure that you provide a detailed and accurate account of your qualifications and experience in your application.



Interviews

The interviews for this post are likely to be held in week commencing 23 March 2026 however this may be subject to change. The interviews will be held in person in our office in Manor Street, Stoneybatter, Dublin 7.

Interviews will be semi-structured in format, with candidates asked to provide examples of the capability dimensions for the role. We will endeavour to give as much notice as possible of interview dates.

Candidates who do not attend for interview as scheduled, or who do not furnish such evidence as required in regard to any matter relevant to their application, will have no further claim to consideration in this process.

Candidates must produce satisfactory documentary evidence of all qualifications on request. Failure to produce such documentary evidence when requested may lead to disqualification from the competition and or/termination of contract. Therefore, it is advised that you have this documentation available to you when making your application.

Any candidate who supplies false or misleading information in their application will be disqualified.

Panel

The LSRA aims to establish a panel of the successful candidates for the role of Higher Executive Officer (HEO) in order of merit.

Should future vacancies arise for the role of HEO these may be offered to those on the panel in order of merit.

Any panel created will expire after a designated period from its establishment (usually twelve months), or when it has been exhausted, whichever is sooner.

The LSRA may decide on the number of candidates to be placed on any such panel.

Qualification and placement on a panel is **not** a guarantee of appointment to a position. Candidates not appointed at the expiry of the panel will have no claim to a position thereafter because of having been on the panel.

More detailed information regarding establishment of a panel (if any), duration of any such panel and placement on the panel will be provided to successful candidates. If you are placed on a panel, and are subsequently offered an assignment, you must be available to take up the post as offered. Vacancies may need to be filled with immediate effect and therefore if you are not contactable, the LSRA will immediately move on to the next available candidate.

Health and Character References

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must also be of good character. Those under consideration for a position will be required to complete a health and character declaration.

Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Please note, that should you be successful at interview, we will require a reference from your current or most recent employer.



Referees should be able to provide relatively recent information on your performance, character and behaviour in a work context.

Canvassing

Candidates should be aware that any attempts to enlist support for their application through any person except as a referee named on the application forms will result in their application being disqualified.

Equal Opportunities Employer

The Legal Services Regulatory Authority is committed to equality of opportunity in employment and welcomes applicants irrespective of disability, gender, race, age, religious belief / political opinion or sexual orientation. All applications for employment are considered on the basis of merit.

Security Clearance

Some posts within the LSRA may require security clearance and will require completion of a form for Garda vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When your application form is received, we create a computer record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your application.

Certain items of information, not specific to any individual, are extracted from records for general statistical purpose. To make a request to access your personal data please submit your request to dpo@lsra.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant records(s).

Eligibility

Eligible Candidates must:

- A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- A citizen of the United Kingdom (UK); or
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- A non-EEA citizen who has a stamp 4 visa; or
- A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

Note: This document is for information only and is not intended as a legal interpretation of any other documents, guidelines or legislation.

LSRA February 2026

APPENDIX ONE

Key capability dimensions for effective performance at the [Higher Executive Officer Level](#):

Building Future Readiness

Delivering excellent public policy and services requires us to embrace change and innovation. We strive to create an inclusive customer centric strategy and vision that keeps pace with environmental, social and technological changes. Adopting an agile and digital-first approach, we will continually upskill, change and improve how we do things to meet current and future demands.



Building Future Readiness

Digital Focus, Innovation & Upskilling for the Future

- Digital Focus
- Innovation & Creative Solutions
- Upskilling for the Future

Strategic Awareness & Change

- Strategic Awareness & Future Focus
- Contextual Awareness
- Facilitating Change

Evidence Informed Delivery

Delivering excellent public policy and services requires us to make evidence based and well-informed judgements and decisions, prioritise objectives and effectively manage resources, using relevant information to evaluate the delivered outcome to ensure maximum benefit for the people we serve.



Evidence Informed Delivery

Delivering Excellence

- Managing Work & Resources
- Delivering Quality Outcomes & Service
- Attitude, Initiative & Flexibility

Analysis, Judgement & Decision Making

- Gathering, Analysing & Utilising Information
- Problem Solving
- Informed Judgement & Decision-Making



Leading and Empowering

Delivering excellent public policy and services requires us to lead in our areas of expertise, inspire others and create a clear vision. We are committed to developing, supporting, and empowering our colleagues to meet their potential and to creating a positive and inclusive work environment where everyone's contribution is valued.



Communication & Collaborating

Delivering excellent public policy and services requires us to work together, build relationships and collaborate enabling a joined up, whole-of-Government approach. Effective engagement and communication with our customers, clients and colleagues will enhance and build trust in our services.

