



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

Emergency Communications Centre Manager (Grade VII)

Candidate Information Booklet

Closing Date: 28th May 2026



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BRIEFING DOCUMENT, APPLICATION & SELECTION PROCESS

Emergency Communications Centre Manager (Grade VII)

The Position

Limerick City and County Council is inviting applications from suitably qualified persons for the position of Emergency Communications Centre Manager (Grade VII). A panel may be created, and appointments may be made on a fixed term or permanent basis. The successful candidate will be assigned to MRCC (The Munster Regional Communications Centre) in Limerick City.

The Munster Regional Communications Centre (MRCC) on behalf of the Local Authorities. MRCC provides the 112/999 emergency call answering and mobilising service for these Fire Authorities. The MRCC is committed to delivering the best possible Fire Service mobilising system and high level of customer service to the citizens of the Region.

Why Join Us?

This is a senior leadership role at the heart of public safety. As **Emergency Communications Centre Manager**, you will lead a high-performing, mission-critical service that answers emergency calls and mobilises fire services across the region. If you thrive in dynamic environments, lead with clarity, and are motivated by service to the community, this is a role where your work truly matters. Your leadership will directly support emergency response, public safety, and frontline services across the region.

What We Offer

- A dynamic and inclusive work environment.
- Opportunities for training, development, and career progression.
- A culture that values employee engagement and wellbeing.
- Generous annual leave entitlement and public service leave arrangements.
- Purpose-driven work with a clear positive impact on public safety, communities and frontline services.

Employee Benefits

- Salary: €60,611–€78,795 per annum
- Leave: 30 days annually
- Hours: 35 per week
- Superannuation scheme in place
- Paid Maternity and Paternity Leave
- A range of Family Friendly Policies
- A range of Learning and Developmental Opportunities

Key Responsibilities

The Regional Communications Centre Manager's primary responsibilities, performance objectives, and day-to-day work direction shall be determined by the Head of the National Mobilisation and Communications System in Limerick City and County Council, reflecting the delivery of the NMACS service as a local authority shared service.

The following are among the principal duties envisaged:

- a) To be responsible for the day-to-day technical maintenance of all Information and Communications Technology associated with the mobilising system.
- b) To be responsible for the management and administration of the Munster Regional Communications Centre including the management of staff (Staff management, IR/HR issues etc.), and the planning and prioritising of work programmes

- c)** To develop and maintain productive working relationships with all external agencies, bodies and other stakeholders including providing information and assistance when required.
- d)** To research, analyse and communicate information on specific issues and policies as appropriate, including compiling, preparing and presenting reports, presentations, correspondence, etc. to both internal and external agencies when required.
- e)** To represent the Munster Regional Communications Centre on committees and at meetings, both internal and external, and to report on progress in his or her respective section or department as required.
- f)** To provide support and administrative assistance in the delivery of projects as required.
- g)** To be responsible for the day-to-day financial management of expenditure in the Munster Regional Communications Centre, including preparation of budgets and maximising funding opportunities where appropriate.
- h)** To identify opportunities for improvements in the service delivery, value for money and other efficiencies within the relevant areas of responsibility and to use performance indicators effectively as appropriate.
- i)** To communicate, implement and manage change management initiatives within the relevant area of responsibility.
- j)** To manage and supervise employees in supporting roles, including assigning duties and workload, providing on-going support, handling day to day issues and identifying training and development requirements as appropriate
- k)** To ensure that department or section operations are in compliance with all Council policies, procedures, practices and standards and in compliance with the principles of good governance, legislative requirements and Department of Housing, Planning and Local Government circulars and guidance.
- l)** To provide assistance in the understanding and interpretation of the Council's policies and procedures to employees in their area of responsibility and to customers and other stakeholders as appropriate.

- m) To participate in corporate management activities and responsibilities appropriate to the grade.
- n) To be in compliance with Health and Safety legislative requirements, policies and procedures and safe systems of work.
- o) To operate as part of the operational roster for the Munster Regional Communications Centre.
- p) To undertake any other duties of a similar level and responsibility, as may be required or assigned from time to time.

How to Apply

- Email completed application form to recruitment@limerick.ie before the stated closing date
- Selection Process
- Eligibility check
- Shortlisting may apply
- Competitive interview (online/in person)
- Panel formation for future vacancies

The Person – Qualifications

1. Character

Candidates shall be of good character.

2. Health

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. Education, Experience, etc.

Each candidate must, on the latest date for receipt of completed application forms-

(i) (a) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects (or four subjects if Irish is included) from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme including Irish and/or English and one of the following: Mathematics, Accounting, Business Organisation or Economics,

AND

(b) have obtained at least Grade C (or Honours) in higher level (or Honours) papers in three subjects in that examination (or two subjects if Irish and/or one of the following is included: Mathematics, Accounting, Business Organisation or Economics)

OR

(ii) have obtained a comparable standard in an equivalent examination

OR

(iii) hold a third level qualification of at least degree standard

AND

(iv) have satisfactory experience in administrative procedures, including adequate practical experience in work of an executive nature, office organisation and control of staff.

* Non-Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document.

Desirables

It is desirable that the ideal candidate should possess:

- A degree equivalent to a level 8 degree under the National Framework of Qualifications (NFQ), Ireland.
- At least 3 years leadership skills and experience.
- Ability to lead, manage and motivate staff, and work collaboratively in a team environment within/without the organisation.
- Excellent communication and interpersonal skills.
- A high level of competency in the areas of Information Technology and Telecommunications.
- Excellent knowledge and understanding of all aspects of mobilisation and communication within the emergency service.
- Excellent understanding of Major Emergency Management.
- Excellent time management skills and the ability to multi-task.

Terms and Conditions

1. The Post:

Subject to the availability of suitably qualified candidates a panel will be formed for an initial period of one year and this may be extended for a further year at the discretion of the Director General. The panel may be used by Limerick City and County Council to fill permanent and temporary positions that may arise for its duration. Vacancies will be offered in order of merit as per the panel.

2. Annual Leave

The successful candidate will have 30 days annual leave.

3. Salary:

Salary scale: **€60,611 - €78,795** per annum. Payment of increments is dependent on satisfactory performance.

Entry point of this scale will be determined in accordance with Circulars issued by the Department of Housing, Local Government & Heritage.

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point (currently **€60,611**).

4. Location:

Limerick City and County Council reserves the right to assign the successful candidate to any department or premises now or in the future.

Changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to travel to and from work at their own expense.

5. Hours of Work

The working hours at present provide for a five day, thirty five hours working week, hours may vary from time to time.

The working hours may be reviewed at any time by the Council. The post may require flexibility in working outside of normal hours, including at weekends, as necessary. No additional remuneration will be paid in respect of such activities.

The provisions of Limerick City and County Council's Time and Attendance Policy is applicable to this grade at the current time. The employment may also include requirement to perform on-call duties as part of MRCC Rostered Senior Officer (RSO) duty. The Council may change the duty system, and it may vary RSO duties from time to time as operations require.

6. Sick Leave:

The terms of the Public Service Sick Pay Scheme will prevail.

7. Superannuation:

The Local Government Superannuation Scheme applies.

8. Travel:

When required to do so, holders of the office shall hold a full driving licence for Class B Vehicles and shall drive a motor car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the local authority. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Local Authority Travel and Subsistence Policy.

Limerick City and County Council, as employer, must be indemnified on your insurance policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

9. Uniform:

The persons employed will be required to wear a uniform and maintain it in good condition at all times while on duty. The uniform shall be supplied by Limerick City and County Council.

10. Communications Equipment:

The person employed may be required to carry items of communication equipment for contact outside of normal working hours. The equipment shall be supplied by the Council.

11. Residence:

The holder of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

12. Safety and Welfare:

The holder of the post shall co-operate with the terms of Limerick City and County Council's Safety Statement and Major Emergency Plan. The successful candidate shall make themselves aware of the safety rules and procedures and make proper use of all safety, clothing and equipment.

13. Training:

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

The person employed shall be required to undertake all ongoing training courses specified by Limerick City and County Council relevant to the operational or administrative needs of the Munster Regional Communications Centre (including training courses outside the State), if necessary. The person employed shall also assist in the training and evaluation of new and existing staff where required.

14. Taking Up Appointment:

The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks and if they fail to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

15. Garda Vetting:

The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29th April 2016. The Act places a statutory obligation on Limerick City and County Council to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to or contact with children or vulnerable persons will be subject of Garda Vetting'.

16. Probation:

Where a person who is not already a permanent employee of a local authority is appointed, the following provisions shall apply:

- (a) There shall be a period after such appointments take effect, during which such person shall hold such post on probation.
- (b) Such period shall be set by the Director General, and this period may be extended at their discretion.
- (c) Such person shall cease to hold the post at the end of the period of probation, unless during such period, the Manager has certified that the service of such person is satisfactory.

17. Citizenship:

Candidates must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or

- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- (e) 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
- (f) 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

18. References:

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Limerick City and County Council reserves the right to seek references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

19. General Data Protection Regulation:

Basis for Processing your Personal Information

The basis for processing your personal data is to progress your application for the position you have applied for with Limerick City and County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

If you do not furnish the personal data requested, Limerick City and County Council will not be able to progress your application form for the competition for which you are applying.

20. Pre-Employment Medical:

Prior to appointment the candidate will be required to complete a Health Declaration and may be required to undergo a medical examination by a qualified medical practitioner nominated by the Council. Where for any reason the cost of the medical examination is borne by the applicant it shall be refunded on appointment subject to statutory tax and statutory deductions.

21. Canvassing:

Any attempt by a candidate or by any person(s) acting at their instigation, directly or indirectly by means or written communication or otherwise, to canvas or otherwise influence in the candidate's favour, any member of the staff of the Council, or person nominated by the Council to interview or examine applicants will automatically disqualify the candidate for the position they are seeking.

Application Process:

Completed application forms must be e-mailed to recruitment@limerick.ie no later than **Thursday, 28th May 2026**.

An official application form must be completed in full by the closing date for the competition. Please note that amendments to the application form will not be accepted after the closing date. CV's will not be accepted in lieu of an application form.

Please send your application from an e-mail address that you will review regularly as communication during the assessment/selection period will only be through that e-mail address. Please also ensure that you regularly review your spam/junk email folder as occasionally your email service provider may direct emails to that folder.

Selection Process:

Candidates will initially be assessed to ensure that they have the minimum requirements for the position.

Candidates will then be assessed on the basis of the information contained in their application form to determine, having regard to the requirements of the position and the number who have applied, if they should be called for interview. Short-listing may apply.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Limerick City and County Council is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position. Prior to a candidate being appointed, Limerick City and County Council will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made, nor can it be deemed or inferred that such a determination has been made.

Shortlisting:

While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Limerick City and County Council may decide that a number only will be invited to same.

In this respect, Limerick City and County Council provides for the employment of a short-listing process to select a group for interview who, based on an examination of the application forms by an expert board, appear to be the most suitable for the position.

An expert board will examine the application forms against pre-determined criteria based on the requirements of 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.

It is therefore in your own interest to provide a detailed and accurate account of your **relevant qualifications/ experience** on the application form.

NOTE- As part of the shortlisting process, achieving 50% in each competency will not guarantee that a candidate is called for interview. Due to the number of applicants, only a proportion of those achieving 50% in each competency may be called for interview, based on the marked awarded in the shortlisting process. Further qualified candidates may be called at a later stage at the discretion of Limerick City and County Council.

Competitive Interview:

Selection will be by means of a competition based on an interview conducted by or on behalf of the local authority. This interview may be in person or online, this is at the discretion of the Local Authority.

A panel may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate permanent and temporary vacancies arise.

Interview:

Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency:

Delivering Results (200 marks)

- Takes responsibility for the delivery of results and for bringing projects and tasks to completion in their area of operation.
- Establish high quality service and customer care standards.
- Identify problems or issues at an early point and takes action/ contribute to solutions.
- Make timely, informed and effective decisions and show good judgement and balance in making decisions or recommendations.

Performance Through People (200 marks)

- Engage with staff and work as part of a team to achieve quality results.
- Resolve conflict situations.
- Lead by example and show initiative.
- Have excellent interpersonal skills.
- Have excellent verbal and written communication skills.
- Effectively manage performance.

Personal Effectiveness (200 marks)

- Take initiative and seek opportunities to exceed goals.
- Remain calm under pressure and maintain positive, constructive, and enthusiastic attitude to their role.
- Manage time and workload effectively and operate in an environment of significant complexity and pace.
- Keep up to date with current developments, trends and best practice in their area of responsibility.

Relevant Knowledge & Experience (200 marks)

- Knowledge & understanding of the Emergency Communications Centre Manager role.
- Range & Depth of experience relevant to the post.
- Specialist Knowledge, Expertise in previous & current working environment.
- Understanding of Local Government legislation, Local Government policy.
- A clear understanding of Health and Safety Policy and Procedures.

Candidates at interview must achieve a minimum 50% of the total marks available in each of the competencies to qualify for inclusion on a panel.

Limerick City and County Council is an Equal Opportunities Employer.

April 2026