

Role Specification

Title:	Assistant Manager (Licensing and Registration)
Grade:	07X
Unit:	Construction Licensing Authority
Reporting to:	Director Construction, Quality, Climate Strategy and Skills.

Role Summary:

The Construction Licensing Authority (CLA) is being established by SOLAS to support the implementation of the Construction Safety Licensing Bill. When enacted, the Construction Safety Licensing Bill will provide a new and comprehensive framework for the licensing of construction, quarrying and related activities in Ireland. SOLAS are now seeking to recruit an Assistant Manager to lead our national licensing operations. In this key leadership role, you will manage the end-to-end licensing process, from application assessment and fit-and-proper checks to maintaining the public register and ensuring procedural fairness in regulatory decisions. You will drive service excellence, consistency, and digital transformation helping shape a modern, data-driven regulatory authority.

Key Tasks/ Responsibilities:

Licensing Operations

- Design, implement, and continuously improve licensing/registration processes (new, renewal, suspension, revocation).
- Oversee fit-and-proper checks, competency/CPD verification, and criteria interpretation.
- Maintain a public register that is accurate, searchable, and GDPR-compliant.
- Manage service levels (SLAs), workload planning, and quality assurance across teams.

Regulatory Determinations & Casework

- Ensure procedural fairness and clear audit trails in decisions and recommendations.
- Prepare or supervise case files for the Regulatory Decisions Committee (RDC) and handle reconsiderations/appeals.
- Implement sanctions guidance consistently; liaise with Legal on complex or litigated matters.

Policy, Standards & Stakeholder Interface

- Provide operational input to licensing standards, codes, and CPD frameworks.
- Coordinate with Policy/Standards on consultations and sector engagement (industry bodies, unions, training providers).
- Communicate clearly with applicants and the public, oversee customer service and complaints resolution.

Digital, Data & Continuous Improvement

- Partner with Digital /Data teams to optimise the online licensing portal and case-management system.
- Define data quality measures, dashboards, and risk indicators to inform inspections targeting.
- Implement lean/continuous improvement to reduce processing time and error rates.

Risk & Change Management

- Maintain programme risk, issue, dependency, and change registers, implement mitigations and contingency plans.
- Lead post-implementation reviews and capture lessons learned for continuous improvement.

Operational & Financial Management

- Develop and manage budgets for training programmes.
- Produce written reports/status updates for internal/external stakeholders.
- Respond to Parliamentary Questions relating to role.
- Represent SOLAS on committees/groups as appropriate.
- Other duties appropriate to this role that may be assigned.

Requirements

Essential:

- NFQ level 7 degree in relevant field, or significant level of work equivalent experience.
- 3+ years management experience in a regulated environment (licensing, compliance, casework, investigations, regulatory operations), ideally including team leadership.
- Proven experience implementing risk-based processes, quality assurance, and service performance management.
- Demonstrable experience working with digital case-management \CRM systems and data reporting.
- Evidence of excellent communication, leadership, and stakeholder-engagement skills.
- Track record in working effectively with a broad base of project stakeholders.

Desirable:

- Evidence of committing to continuous learning and professional growth, including pursuing qualifications in relevant areas.
- Data and records management experience.
- Some knowledge of key SOLAS systems.