



INFORMATION BOOKLET

Open Competition for appointment to the position of:

Software Development Manager for Data Collection Systems

Central Statistics Office (CSO)

(Assistant Principal Officer)

Closing Date: Friday 20th October 2017

Candidates are advised to carefully study this Information Booklet before completing the corresponding application form.

CSO is an equal opportunity employer and is committed to principles of good recruiting practice. This competition will be run in compliance with the codes of practice prepared by the Commissioners for Public Service Appointments (CPSA). Codes of practice are published by the CPSA and are available on www.cpsa.ie.

Software Development Manager for Data Collection Systems

Position:	Software Development Manager for Data Collection Systems
Organisation:	Central Statistics Office (CSO)
Location:	CSO's Office in Swords, Co. Dublin or Cork (Successful candidate's preferred location)
Salary:	€65,093 - €78,451 (see Principal Conditions of Service for details)

Central Statistics Office (CSO)

The CSO is Ireland's national statistical office. It is an independent Office within the Civil Service under the aegis of the Taoiseach and is responsible for the collection, compilation and dissemination of statistics about the economic, social and other general conditions of the State.

The CSO has over 700 staff located in its Cork and Dublin offices with an additional 100 field-staff deployed throughout the country. The Technology Directorate comprises 100 staff responsible for the provision and support of Technology systems and services. There are three main divisions within Technology dealing with Architecture, Applications and Infrastructure with teams based in Dublin and Cork. Technology solutions are provided via a combination of internal staff and external suppliers.

Overview of the role

The CSO produces a wide range of statistics using data collected from disparate sources such as surveys of people and businesses, administrative data and "big data". Surveys are conducted using various modes including online forms, paper questionnaires, face to face computer assisted interviews, telephone interviews and bespoke apps. The CSO places a strong emphasis on minimising both the burden on citizens and businesses of completing surveys and the cost to the taxpayer, thus efficient and easy to use data collection systems are essential.

As the Software Development manager for Data Collection Systems, you will be responsible for the design, development and maintenance of the CSO's data collection solutions. This is a key senior position within the Applications Development division and you will be expected to make a strong contribution to the continuous development of the data collection systems as well as general IT strategy.

The role is technically demanding and requires a broad range of skills and knowledge including systems architecture and design, systems development using specialist survey tools and web technologies and an appreciation of the importance of well-structured data and metadata within IT systems. You will lead a development team working within the Applications Development division and will be expected to be hands-on technically.

Key Responsibilities

The key responsibilities and duties of the Software Development Manager include the following:

- Provide technical and strategic leadership in the design and implementation of data collection systems for CSO;
- Develop, maintain and improve the CSO's data collection systems – these include externally facing websites, databases and applications across a range of platforms as well as internal processing systems;
- Remain abreast of new technologies and technology solutions and advise on opportunities to improve and expand CSO's data collection channels;
- Lead, manage and support the development team;
- Collaborate with business areas, and particularly the data collection units, to scope and design data collection solutions;
- Work with IT colleagues to ensure a secure and robust environment with strong emphasis on data protection;
- Liaise and work with stakeholders in the development and adoption of data and metadata standards;
- Engage with colleagues at national and international level to develop and adopt common systems;
- Manage the procurement and evaluation of IT solutions;
- Manage external resources, as necessary;
- Contribute, as part of the Technology management team, to the efficient and effective delivery of services;
- Contribute to the advancement of the Public Service ICT Strategy and eGovernment Strategy;
- Perform other Assistant Principal duties as determined by the head of the Applications Development division.

Essential Entry Requirements

The successful candidate must have:

- 1) a qualification at minimum level 8 on the National Framework of Qualifications (Honours Bachelor Degree level) in computer science or related field

or

be serving as a Civil Servant, with not less than two years' service before the closing date of 20th October 2017, who undertakes to acquire such a qualification within 5 years;

and

- 2) at least 7 years' experience working as an applications developer;

and

- 3) at least 5 years' people management experience in a technical environment.

The successful candidate must also have:

- Strong technical background with good knowledge of a modern programming language and web application architectures;
- Recent experience of the full software development lifecycle;
- Evidence of a successful track record in creating and implementing complex enterprise applications;
- Proven ability to lead technical teams to achieve high quality results within tight deadlines;
- Strong project management skills/experience; proven ability to manage and progress multiple projects and work activities successfully under the pressure of competing deadlines;
- Strong communication, networking and influencing skills as required to work at a senior level;
- Effectiveness in teamwork, communication and collaboration across multiple disparate groups with competing priorities;
- Strong commitment to and a proven record in the implementation of strategic change;
- Evidence of keeping up-to-date in their field of expertise and openness to continuous professional development.

Applicants should have all the abilities required of an Assistant Principal. In particular, applicants must demonstrate, by reference to specific achievements in their career to date, that they possess or have the capacity to acquire those qualities, skills and knowledge required for the role of Assistant Principal as identified by the Public Appointments Service Assistant Principal level competency framework. A description of the competencies is set out in Appendix 1.

Eligibility to compete and certain restrictions on eligibility

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. Citizens of non-European Economic Area (EEA) States are not eligible to compete.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of either of these schemes are not eligible to compete in this competition.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement, Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Maximum Recruitment Age

Candidates should be aware that a maximum recruitment age will apply to this competition. Candidates must not yet be 67 years of age on the closing date and time for the competition.

Competition Process

How to Apply

An application form accompanies this Information Booklet. This application form must be completed and submitted correctly to the following specified email address Competitions_sdm@csso.ie. All sections of the form must be fully completed. Incorrectly submitted application forms will not be accepted, so please note the following information carefully:

The application form is an editable Word document. Once completed, please save the document as "Your name.doc". You will be required to submit the application form by email with the title "Software Development Manager – your name" to the following address Competitions_sdm@csso.ie.

NOTE: An up-to-date Curriculum Vitae is also required and should be submitted with the application form.

Closing date

Your application must be submitted not later than **5pm on 20th October 2017**. Applicants are advised to submit applications 24 hours in advance, in case of any unforeseen events. No late applications can be accepted.

If you do not receive an acknowledgement of receipt of your application by 24th October 2017 please contact Margaret O'Mahony on (021) 4535769.

The interviews for this post will take place in Cork and are likely to be held in November.

The CSO will issue electronically as many communications as possible. You are advised to check your emails on a regular basis as the onus is on each applicant to ensure that s/he is in receipt of all communication from the CSO. There may, however, still be a necessity to issue some correspondence by hard copy mail. The CSO accepts no responsibility for communication not accessed or received by the applicant.

Selection Process

The Selection Process may include the following:

- Submission of Application Form
- Shortlisting of candidates based on the information contained in their Application Form
- Initial/preliminary interview
- Presentation or other exercises
- A final competitive interview
- Any other tests or exercises that may be deemed appropriate

On completion of the selection process a panel will be formed in order of merit from which candidates may be called.

Should similar type vacancies, including temporary positions, arise elsewhere in the Civil Service candidates may be drawn from this competition.

Shortlisting

If the CSO determines that the number applying for the position is such that it would not be practical to interview everyone, the CSO may decide that a number only will be called to interview. In this respect a short-listing board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position. The board will select a group for interview who, based on an examination of the application forms, 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. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.

Availability and Admission

During the selection process, the onus is on all applicants to make themselves available on the date(s) specified by the CSO and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified on their application form. The CSO will not be responsible for refunding any expenses incurred by candidates. The admission of a person to a competition, or invitation to attend interview is not to be taken as implying that the CSO is satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position the CSO 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. Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

References

It would be helpful if you would start considering names of people who you feel would be suitable referees that we might consult (2 - 3 names and contact details). Please be assured that we will only collect the details and contact referees should you come under consideration after the final interview stage.

Confidentiality

Subject to the provisions of the Freedom of Information Act 2014 applications will be treated in strictest confidence.

Security Clearance

Garda vetting may be sought in respect of individuals who come under consideration for appointment. The applicant will be required to complete and return a Garda vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided. Enquiries may also be made with the police force of any country in which the applicant under consideration for appointment resided. If unsuccessful this information will be destroyed by the CSO.

Code of Practice

This competition is being organised in accordance with the Code of Practice (01/17) titled *Appointment to Positions in the Civil Service and Public Service* published by the Commission for Public Service Appointments (CPSA). The CSO will consider any requests for review in accordance with the provisions of this code.

A copy of the Code may be accessed at www.cpsa.ie

The CSO is an equal opportunity employer. Assignments will be made on the basis of qualifications and the ability to carry out the responsibilities of the grade or post.

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not personate a candidate at any stage of the process. Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment. In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then, where s/he has not been appointed to a post, s/he will be disqualified as a candidate, and where s/he has been appointed subsequently to the recruitment process in question, s/he shall forfeit that appointment.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned.

If successful, they will not be appointed to the post unless they:

- a) Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed
- b) Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the CSO, or who do not, when requested, furnish such evidence as the CSO requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to our attention.

Feedback will be provided on written request.

Data Protection Acts, 1988 and 2003

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: The Data Protection Officer, Central Statistics Office, Skehard Road, Cork T12 X00E.

Principle Conditions of Service

General

The appointment is to an established post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Salary

PPC (Personal Pension Contribution) salary scale for this position, with effect from 1 April 2017, is as follows:

€65,093 - €66,271 - €67,962 - €70,249 - €72,530 - €73,846 (NMAX) - €76,149 (LSI1) - €78,451 (LSI2)

Important Note

Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

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

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Tenure

The appointment is to an established post in the Civil Service. The appointee will be required to serve a 12-month probationary period.

Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act 1997 will, where appropriate, apply to this appointment.

Location

The post may be based in the CSO's Office in Cork or in Swords, Co. Dublin. When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross per week or 37 hours net of lunch breaks per week. The position holder will be required to work a five-day week. The hours of attendance are normally Monday to Thursday 9.00am to 5.45pm and 9.00am to 5.30pm on Friday. The appointee 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. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

The annual leave allowance for the position of Assistant Principal is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

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.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the CSO. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement:

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at <http://www.per.gov.ie/pensions>

Where the appointee has worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with changes in State Pension age.
- Retirement Age: Scheme members must retire at the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI.

Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not**

envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013 which, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

Ill-Health-Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the 2012 Act. However the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme. The pay and pension entitlement of such an appointee will be established in the context of their public service employment history.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme(i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>.

Secrecy, Confidentiality and Standards of Behaviour: Official Secrecy and Integrity

During the term of the probationary contract, an appointee will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The appointee will agree not to disclose to third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Character

A candidate for and any person holding the office must be of good character.

Ethics in Public Office Act 1995

The Ethics in Public Office Acts 1995 will apply, where appropriate, to this employment.

Statistics Act 1993

The appointee will become an Officer of Statistics under the Act and s/he will be required to sign an undertaking not to divulge any information obtained in the course of his/her duties to any unauthorised person or body.

Political Activity

The appointee will be subject to the rules governing civil servants and politics.

Outside Employment

The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Important Notice

The above represents the principal conditions of service and is not intended to be the 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.

Appendix 1: Assistant Principal competency framework

Assistant Principal Officer Competencies

ASSISTANT PRINCIPAL
Leadership
<ul style="list-style-type: none"> Actively contributes to the development of the strategies and policies of the Department Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise Leads and maximises the contribution of the team as a whole Considers the effectiveness of outcomes in terms wider than own immediate area Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks Develops capability of others through feedback, coaching & creating opportunities for skills development Identifies and takes opportunities to exploit new and innovative service delivery channels
Analysis & Decision Making
<ul style="list-style-type: none"> Researches issues thoroughly, consulting appropriately to gather all information needed on an issue Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) Integrates diverse strands of information, identifying inter-relationships and linkages Makes clear, timely and well-grounded decisions on important issues Considers the wider implications of decisions on a range of stakeholders Takes a firm position on issues s/he considers important
Management & Delivery of Results
<ul style="list-style-type: none"> Takes responsibility for challenging tasks and delivers on time and to a high standard Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances Ensures quality and efficient customer service is central to the work of the division Looks critically at issues to see how things can be done better Is open to new ideas initiatives and creative solutions to problems Ensures controls and performance measures are in place to deliver efficient and high value services Effectively manages multiple projects
Interpersonal & Communication Skills
<ul style="list-style-type: none"> Presents information in a confident, logical and convincing manner, verbally and in writing Encourages open and constructive discussions around work issues Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors Maintains poise and control when working to influence others Instils a strong focus on Customer Service in his/her area Develops and maintains a network of contacts to facilitate problem solving or information sharing Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system
Drive and Commitment
<ul style="list-style-type: none"> Is self-motivated and shows a desire to continuously perform at a high level Is personally honest and trustworthy and can be relied upon Ensures the citizen is at the heart of all services provided Through leading by example, fosters the highest standards of ethics and integrity
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none"> Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the unit and Department Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities Is considered an expert by stakeholders in own field/ area Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role