



**An Roinn Tithíochta,
Rialtais Áitiúil agus Oidhreachta**
Department of Housing,
Local Government and Heritage

Candidates Information Booklet

Open competition for the appointment to the position of:

Services Officers

Department of Housing, Local Government and Heritage

Closing Date 12th October 2022

Please read carefully.

Appointment of Services Officers, Ballina, Co. Mayo and Wexford

The Department of Housing, Local Government and Heritage are seeking to fill vacancies for Services Officers in their offices in Government Buildings, Ballina, Co. Mayo and in Newtown Road, Wexford.

Job Description

The persons appointed will be expected to carry out duties of Services Officers which include, but are not restricted to the following:

- ❑ Facilitate the smooth running of reception areas - the Services Officers will be required to carry out reception desk duties that involve dealing with queries and deliveries from colleagues and visitors, both in person and by telephone, in a prompt and courteous manner.
- ❑ Security Duties – facilitate security of reception areas, entrance gates, car parks, doors, alarms, etc. Additional security as required.
- ❑ Collection, sorting and delivery of internal and external mail to include letters, parcels, newspapers, periodicals etc
- ❑ Key-holder duties including opening and locking of office in the morning/evening*
- ❑ Van driving duties**
- ❑ Other duties as assigned by line management from time to time as appropriate to the role

* A key-holding allowance may be payable where the full range of key-holding duties are undertaken.

** A van driving allowance may be payable where driving duties are undertaken

Personal Requirements

Given the nature of the work the applicant must be capable of manual work.

A full unendorsed driving licence is desirable.

The applicant will be required to demonstrate that they have the following:

- Good Communication skills – both oral and written
- Flexibility
- The ability to work well as part of a team.
- Concern for customer service

Salary

Service Officer pay scale (PPC) effect from 1st February 2022

Date Effective	1	2	3	4	5	6	7	8	9	10	11
01/02/2022	457.11	483.78	493.85	515.13	534.14	545.51	558.82	574.83	602.19	615.73	637.26
									MAX	LSI1	LSI2

Hours of Attendance: **41 hours 15 minutes gross per week.**

Hours of work

The hours of work are Monday to Thursday 9.12 am to 12.45pm and 14.00- 17.30 pm and Friday 9am to 12.45pm and 14.00- 17.15pm Attendance will also be required during the hours 7.00am to 9am and 17.45pm to 20.00pm on a rostered basis to facilitate the opening and closing of the building

Locations:

- Department of Housing, Local Government and Heritage, Government Buildings, Ballina, Co. Mayo.
- Department of Housing, Local Government and Heritage, Newtown Road, Wexford

Applications

Persons interested in applying for this position can download an application form from the Department's website at the following link: www.housing.gov.ie

Completed applications should be returned by email to recruitment@housing.gov.ie

Please note, depending on the number of applications received, we may have to short-list candidates to be called for interview, based on relevant work experience and the requirements for the job.

Two panels (for Ballina and Wexford) in order of merit will be established from this competition. The panels established under this competition will expire 2 years from the date of establishment of the panel.

Closing date for receipt of applications is 12 noon on **12th October 2022**

Principal 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.

The appointment is to an established position in the Civil Service on a probationary contract for a period of one year from the date of appointment. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances. During the period of probation, the appointee's performance will be subject to review by the relevant supervisor(s) to determine whether the appointee:

- (i) has performed in a satisfactory manner
- (ii) has been satisfactory in general conduct
- (iii) is suitable from the point of view of health with particular regard to sick leave.

Prior to completion of probation a decision will be made as to whether or not the appointee will be retained pursuant to Section 5A(2) of the Civil Service Regulations Acts 1956-2005. This decision will be based on the appointee's performance being assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to the appointee by the employing Department and the appointee will be given a copy of the Department of Public Expenditure and Reform guidelines on probation.

Salary: Services Officers :

The current weekly rate of pay is as follows:

€457.11, €483.78, €493.85, €515.13, €534.14, €545.51, €558.82, €574.83, €602.19 (max)

€615.73 LSI1 – After 3 years satisfactory service at the maximum

€637.26 LSI2 – After 6 years satisfactory service at the maximum

Important Note

Different terms and conditions may apply if you are a currently serving civil or public servant.

Entry will be at the minimum of the scale. The rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if immediately prior to appointment the appointee is a currently serving civil or public servant.

Subject to satisfactory performance, increments may be payable in line with current Government Policy (see Haddington Road Agreement paragraph 2.19).

The Organisation of Working Time Act:

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

Headquarters

An officer's headquarters will be such as may be designated from time to time by the Head of the Department. 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 41 hours and 15 minutes gross per week or 35 hours net of lunch breaks. The hours of work are normally Monday to Thursday 9.12 am to 12.45pm and 14.00- 17.30 pm and Friday 9am to 12.45pm and 14.00- 17.15pm Attendance will also be required during the hours 7.00am to 9am and 17.45pm to

20.00pm on a rostered basis to facilitate the opening and closing of the building. Special arrangements apply for such extra attendances and attendance on public holidays.

Annual Leave

Annual leave will be 22 working days per year. This allowance, which is subject to the usual conditions regarding the granting of annual leave, is on the basis of 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.

Appointees, who will be paying the 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 direct to the Department of Housing, Local Government and Heritage. Payment of salary during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits

Secrecy, Confidentiality and Standards of Behaviours:

Official Secrecy and Integrity

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

Civil Service Code of Standards and Behaviour

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

Ethics in Public Office Act 1995

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

Prior approval of publications:

An officer will agree not to publish material related to his or her official duties without prior approval by the Secretary General of the Department.

Political activity:

During the term of employment the officer will be subject to the rules governing civil servants and politics.

Personnel Code

Further details and circulars regarding these terms and conditions can be found on the following website www.circulars.gov.ie

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 www.singlepensionscheme.gov.ie

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 the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching 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, any of 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 any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Appointment post Ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.

2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post Ill-health retirement from public service

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to PAS.

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.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie

Competition Process

The Department of Housing, Local Government and Heritage is recruiting for this position under its Recruitment Licence issued by the Commission for Public Service Appointments (CPSA) and in accordance with the CPSA's Code of Practice.

How to Apply

Applicants should submit a completed application form to recruitment@housing.gov.ie.

The Application Form allows applicants to detail their qualifications, skills and experience and how they meet the essential requirements and personal attributes of the post.

Please note: Only applications submitted on the official application form will be considered. The application form is available on the Department's website at the following link: www.housing.gov.ie

Closing Date

The closing date for receipt of applications is 12 noon on 12th October 2022.

All applications will be acknowledged. If you do not receive an acknowledgement within 3 days of applying please email recruitment@housing.gov.ie.

Essential Requirements and Personal Attributes

Candidates will be required to possess all the essential requirements and personal attributes required for the position. They will be requested to demonstrate this both in the application form and, if shortlisted, by interview.

Health

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

Selection Process

The selection process may include the shortlisting of candidates on the basis of the application form and will include an interview.

Shortlisting

A shortlisting process will involve an expert panel that will select candidates for interview who, based on an examination of the application form and assessed against the essential requirements and personal attributes required, appear to be the most suitable for the position.

Interview

Candidates who are shortlisted will be called for interview by an expert panel. The interview will focus how the candidate meets the essential requirements and personal attributes of the post and their career and experience to date.

Note: It is expected that interviews will be held towards end of October 2022. Candidates will be notified of interview dates and arrangements at the earliest opportunity. The onus will be on candidates to make themselves available for interview as advised.

Panel

Two panels in order of merit will be established from this competition. The panel established under this competition will expire 2 years from the date of establishment of the panel. Candidates will be advised of the outcome of the competition as soon as possible after the interview process.

Candidates not appointed at the expiry of the panel will have no claim to appointment thereafter because of having been on the panel.

Deeming of candidature to be withdrawn

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

Candidate Feedback

Feedback will be provided on written request.

Review Procedures in relation to the Selection Process

Requests for a review are dealt with in accordance with the codes of practice published by the Commission for Public Service Appointments. The Codes can be accessed at www.cpsa.ie.

Confidentiality

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts, 1988 and 2003.

Candidates should note canvassing will disqualify.