



**An Roinn Tithíochta,
Rialtas Áitiúil agus Oidhreacht
Department of Housing,
Local Government and Heritage**

Service Officer (SVO) Competition

Location:

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

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.

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

Duties of Service Officer

The role of the Service Officer is to support the core business functions of all Departments housed in the building through a diverse range of duties. These duties typically cover shared or common areas of the building and specific duties that would not typically fall within the core functions of business areas. The role is an important one as frequently the first point of contact a customer, client or visitor has with the Department is with the Service Officer on duty at Reception and is at the core to the facilities management of government offices.



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The role of the Service Officer (SVO) in the Department of Housing, Local Government and Heritage typically includes the following:

1. Reception/ security

- 1.1 Facilitate the smooth operation of reception areas, entrances and public floors.
- 1.2 Sign in visitors and direct them to their destination.
- 1.3 Contact staff to answer enquiries and/or direct the enquiries to the correct area.
- 1.4 Record telephone calls received (name and contact details), where the SVO was unable to redirect the enquiry at the time of call/visit/enquiry. (Allowance may be appropriate)
- 1.5 Respond to emails (basic computer skills will be required)
- 1.6 Book meeting rooms for staff.

2 Security

- 2.1 SVOs are responsible for the provision of security for the Department's buildings, grounds and car parks, building contents and the Department's staff and clients. Their duties may be internal or external but generally are reception-based or patrolling the entrance and public area of offices (but not limited to these);
- 2.2 Key holding duties: SVOs with these duties will be responsible for ensuring that they hold a complete up to date set of keys for the building to which they are assigned (an allowance is paid for this duty).
- 2.3 Opening and closing of buildings before and after the arrival and departure of staff including lock up procedures. SVOs may be required to open and close building at specified times and may be at short notice.



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- 2.4 Ensure that all exits doors and windows are properly secured.
- 2.5 Operate the alarm systems.
- 2.6 Respond to alarm activation or other incident arising from CCTV/Alarm monitoring.
- 2.7 Security relating to the transportation/movement of State Documents.
- 2.8 Screening visitors/members of the public prior to entering the building.
- 2.9 It is important that members of the public can immediately recognise the presence of security via uniformed Service Officers.
- 2.10 Respond to Fire and Emergencies efficiently and safely within the terms of the health and safety plan.
- 2.11 Respond to incidences of threats and violence in the Department's building including early intervention to prevent the situation escalating within the terms of the health and safety plan.

3 Postal and Filing Duties:

- 3.1 Deliver, sort, distribute and collect post/files/documents, including the franking of post, if required

4 Deliveries

- 4.1 Accept any deliveries

5. General Duties

- 5.1 Office support activities as agreed



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- 5.2 Upkeep of the building
- 5.3 Setting up meeting rooms
- 5.4 Operation and maintenance of office equipment/machines including printing machines.
- 5.5 Assisting a store keeper - duties including unpacking and storage of supplies, disposal of obsolete materials and
- 5.6 Any other duties that may be assigned from time to time by your manager as appropriate to the grade.

6. Essential Requirements of the role

Service Officer Entry grade civil service -

- 6.1 are capable of manual work.
- 6.2 have a reasonable degree of physical fitness in order to be able to carry out physical duties such as loading/unloading stores; carrying and delivering post; movement of files/file boxes and security duties.
- 6.3 have an awareness of Crime Prevention; Health and Safety Legislation and Regulations and General Security Procedures. Service Officers will be required to complete the QQI (FETAC) Level 4 Guarding Skills training as a condition of probation. Training will be arranged and paid for by the Department.
- 6.4 have good interpersonal skills; good communications skills, have personal integrity, be reliable and courteous
- 6.5 be flexible and adaptable
- 6.6 have basic computer skills



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6.7 are committed to quality service to the Department and to its customers with particular emphasis on discretion and confidentiality.

All SVOs will be provided with uniforms which they will be required to wear on a daily basis and with protective clothing which must be worn as required to discharge their duties.

Some of the duties may attract an allowance. Lists of the relevant allowances are listed at appendix 1 below.

APPENDIX 1

Service Officer Allowances which may be applicable in this post include

- **Key Holder**
- **Franking Machine**
- **Machine**
- **Assistant Head SVO duties**
- **Footwear**