



Temporary Clerical Officer Positions in Sligo 2024

Closing Date: 15:00 hours on Monday 8th April 2024

1. Introduction

A competition is being held to fill Temporary Clerical Officer posts in the Department of Social Protection in Sligo.

Following completion of the competition a panel will be established, which will last for a 1 year period from when the panel is set up.

There is a possibility of being offered more than one Temporary Clerical Officer (TCO) contract with DSP in Sligo over the period 2024 to 2026 if performance and attendance are satisfactory at the end of an initial TCO contract.

The duration and period of temporary contracts offered will vary from post to post. Many are available all year round with a number for summer months only.

The Department is committed to a policy of equal opportunity. This panel may also be used to fill Irish Language Temporary Clerical Officer posts.

2. Temporary Clerical Officer Role

The duties of a Temporary Clerical Officer in the Department can be very diverse. The responsibilities can include:

- General clerical and administration duties, e.g. filing, photocopying, answering/making telephone calls, dealing with emails, reception desk duties, etc. under the supervision of a designated manager.
- Supporting line-managers and colleagues.
- Working as part of a team in delivering services.
- Communicating and dealing with the public/customers, e.g. responding to queries and providing information face-to-face, by telephone or via email.
- Providing the highest quality standards in customer service.
- Using Information Technology on a daily basis, e.g. Department systems, word processing, spreadsheets, databases, email, and internet.
- Maintaining high quality records in a thorough and organised manner.
- Checking all work thoroughly to ensure it is completed to a high standard.
- Carrying out routine accounts work.
- Approaching work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine/repetitive work.
- Processing of social welfare claims.

- Control support.
- Any other duties deemed appropriate.

3. Entry Requirements and Eligibility

On the closing date of Monday 8th April 2024, candidates must have:

- a) previous relevant work experience, preferably in a customer service office environment.
- b) appropriate level and knowledge of relevant ICT Skills, e.g. proficiency in Word, Excel, email.
- c) relevant knowledge and skills to undertake the duties of the position, including the ability to:
 - take direction/follow instructions,
 - organise and prioritise work effectively,
 - work well with the public and colleagues,
 - be flexible in their approach to work,
 - be able to communicate effectively in a clear and concise manner.
- d) be at least 16 years of age before the closing date of **Monday 8th April at 3pm**.
- e) fulfil Health and Character, Garda Vetting and Security Clearance and Reference Check requirements.
- f) satisfy any of the Citizenship Eligibility requirements as set out below:

Eligible candidates must 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 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.

** Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.*

Successful candidates must continue to satisfy Citizenship Eligibility requirements at the time of appointment and at all times during their assignment.

Certain restrictions on eligibility

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 01 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).

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 not eligible to apply 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 01 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 the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community and 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. 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.

Please Note

It is the responsibility of applicants to ensure that they meet the eligibility criteria. Eligibility may not be confirmed until an applicant comes under consideration for assignment. An invitation to interview is not an acceptance of eligibility.

The Interview board will be unable to process or interview any applicant where the information is not complete and as such applicants will not be eligible to go forward in the competition and will be informed accordingly.

It is important that all applicants bear in mind that which is stated above as the onus is on all to ensure that they recheck their application before submitting and that they allow sufficient time to do so and not leave completion until right before the deadline. The information contained in the application cannot be amended once the closing date for the competition has passed.

4. Selection Process

- Shortlisting of applications may apply
- The selection process will involve an in-person interview
- There will be an option to conduct the interview through Irish

5. The Interview

The interview will focus on the three competencies set out below and in [Appendix A](#).

This will involve an examination of the applicant's key achievements to date in the context of these competencies and how these have prepared the applicant for assignment to the role of Temporary Clerical Officer.

- Information Management/Processing
- Delivery of Results
- Customer Service & Communication Skills

Applicants who successfully achieve a pass mark of 50 or above in each of the three competencies at interview will be placed in order of merit on their respective boards.

How the interviews will be assessed

The scoring system below will be used at interview stage to mark the competencies.

The maximum score available in each competency is 100. The pass mark in each competency is 50.

| Category 1 | Category 2 | Category 3 |
|---|-----------------------|------------------------------|
| 1 – 49 | 50 – 75 | 76 – 100 |
| Failed to demonstrate sufficient evidence | Demonstrated evidence | Demonstrated strong evidence |

Applicants must achieve a pass in all three competencies to be deemed suitable for placement on the final panel. Applicants will be placed in order of merit on the panel and will be assigned accordingly should suitable/sanctioned vacancies arise within locations of choice, during the lifetime of the panel.

6. How to apply

Applicants may apply provided they meet the eligibility requirements as set out above.

Step 1 – Please register your profile on the [DSP Careers Portal](#) and submit your application for Temporary Clerical Officer in DSP (Sligo).

Please note as DSP Careers portal is not supported by Internet Explorer it should be used with Microsoft Edge or Chrome.

Please ensure you save any information entered on your profile/application as you go along as it will not be automatically saved. The system will display a popup message after 15 minutes, you are advised to save your application as draft at this time.

Technical Support

If you experience any technical difficulties, please click on the **Help** facility which you will find in the top right-hand corner in the DSP Careers portal. From here, please **Submit a Request** by selecting **Support Ticket** from the drop-down menu and complete all the necessary fields. You will receive a response back from the Hirelab Helpdesk, please also notify sligoTCO@welfare.ie

Applicants must ensure that:

- The information provided is accurate as the information contained in your profile will automatically link to the completed Application. You should check that the information which you have included in your profile i.e. work history, etc. is relevant to the position you are applying for.
- The contact information contained in your profile is correct as DSP HR will use this information for all further communication.
- You have completed and submitted the relevant Application for the position for which you are applying, as Profile Registration alone does not allow access to the competition.

Important to note you will not be able to amend your application once submitted.

The onus is on each candidate to ensure that they have completed and submitted their application by **Monday 8th April, 2024 at 3 pm**. Please ensure to allow plenty of time to submit your application.

The onus is on Applicants to ensure that:

- The information provided within their profile is accurate as DSP HR will use this information for all further communications with Applicants in relation to this competition.
- They have complied with and followed all steps as directed in order to guarantee that their application is received and reviewed under the above-named competition.

Applications must be completed and submitted no later than the closing date Monday 8th April, 2024 at 3pm. Late applications will not be accepted, and this will be strictly enforced by DSP HR.

7. Panel

Following the selection process, applicants who achieve the pass mark in all 3 competencies will be placed on a panel, in order of merit. The panel will remain in place for a **one** period from when the panel is set up.

There is a possibility of being offered more than one Temporary Clerical Officer (TCO) contract with DSP in Sligo over the period 2024 to 2026 if performance and attendance are satisfactory at the end of an initial TCO contract.

8. Appointments

Before appointment to the post of Temporary Clerical Officer, applicants must be certified as being satisfactory as regards work and general conduct and must be suitable from the point of view of health and sick leave. Admission to the competition does not imply that health and sick leave criteria have been met. An applicant's suitability from the point of view of health and sick leave will only be verified if and when they come under consideration for appointment. The terms of [Circular 12/2023 Management of Sick Leave in the Civil Service](#) will apply. Only applicants who comply with the eligibility requirements as outlined in this office notice and the sick leave limits as set out in the relevant circular may be appointed from the competition.

Should your place on the panel be reached and you come under consideration for a position, several pre-employment checks must be completed before a candidate is deemed suitable for appointment. These checks are carried out to ensure the candidate satisfies all necessary requirements. Prior to assigning a candidate for appointment to a position, DSP HR will make all such enquiries necessary to determine the suitability and eligibility of that candidate.

These checks include an evaluation of Citizenship, Health and Character, Garda Vetting and Security Clearance, and Reference Checks.

Where Citizenship, Health and Character, Garda Vetting and Reference Checks are unsatisfactory or cannot be obtained, DSP HR reserves the right to disqualify a candidate from any further consideration of appointment or termination of your employment where an appointment has already been made.

Health and Character

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must be of good character. Those under consideration for a position will be required to complete a health and character declaration and a Garda eVetting form. In the event of potential conflicts of interest, candidates may not be considered for certain posts.

Garda Vetting and Security Clearance

You will be required to complete and return a Garda eVetting form should you 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 you resided. Special Security Clearance is a requirement for appointments to certain offices or departments.

Candidates should be aware that any information obtained in the Garda Vetting process can be made available to the employing authority.

Reference Checks

Before being deemed suitable for appointment to a position, DSP HR must be satisfied in respect of character and prior work performance, if any, of a candidate. In order to do so, DSP HR will arrange to conduct reference checks. Once a candidate has successfully completed the above pre-employment checks, they will be assigned from the panel.

Please note that placement on a panel is not a guarantee of appointment to a position.

Employer of Choice

As an Employer of Choice, the Civil Service has many flexible and family friendly policies, e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a 'blended' basis), etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

Principal Conditions of Service

General

The appointment is to a temporary 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.

Pay

The salary for this position, weekly rate effective from 1st October 2023, is **€534.34** per week.

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

Candidates should note that salary will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Payment will be made **weekly** in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

Upon appointment, you will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 35 hours per week. Where extra attendance is necessary, overtime payments, or time off in lieu, will be allowed in accordance with the Civil Service overtime regulations.

Annual Leave

The annual leave for this position is determined by the number of hours worked.

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 employing Department or Organisation. 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 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 retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.
- **Retirement Age:** Scheme members must retire on reaching the age of 70 years.
- 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 the Public Appointments Service (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 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.

Secrecy, Confidentiality and Standards of Behaviour

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 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.

Ethics in Public Office Acts

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

Prior approval of publications

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

Political Activity

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

Important Notice

The foregoing 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.

9. Tenure and Probation

The appointment is to a temporary position in the Civil Service.

A probationary period of three months will be from the start date specified on the contract (if the contract is for a period of three months or more).

During the period of your probation, your performance will be subject to review by your supervisor(s) to determine whether you:

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

10. Competition Rules

Availability and Admission

During the selection process, the onus is on all Applicants to make themselves available for interview on the date(s) specified by HR Division and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified on their registration form.

Use of Recording Equipment

The Department of Social Protection does not allow the unsanctioned use of any type of recording on its premises or any location where assessments/tests/interviews, etc. take place, e.g. video interviews/tele-conference. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. Any person wishing to use such equipment for any of these purposes must seek written permission in advance.

This policy is in place to protect the privacy of staff and Applicants/clients and the integrity of our assessment material and assessment processes. Unsanctioned use of recording equipment by any person is a breach of this policy. Any Applicant involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

The Act states that:

“Any 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 an Applicant at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as an Applicant.
- and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.”

Confidentiality

Protecting confidentiality is a priority. Applicants can expect, and we guarantee, that all enquiries, applications, and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in the competition process.

11. Data Protection

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When an Applicant applies for a competition run by DSP a computer record is created in the Applicant’s name. Information submitted with a job application is used in processing the application. Where the services of a third party are used in processing the application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of the Applicant’s data.

To make a request to access personal data an Applicant should submit a request by email to SARS@welfare.ie ensuring that they describe the records sought in the greatest possible detail to enable us to identify the relevant record(s).

12. Code of Practice

The selection and appointment process for this competition will be conducted in accordance with the Code of Practice on appointment to Positions in the Civil Service and Public Service published by the Commission for Public Service appointments. The Code of Practice reflects the following core principles:

- Probity.
- Appointments made on merit.
- An appointments process in line with best practice.
- A fair appointments process applied with consistency.
- Appointments made in an open, accountable, and transparent manner.

Applicants are advised to familiarise themselves with the contents of the Code of Practice including, inter alia, the provisions in relation to the responsibilities placed on applicants who participate in the recruitment and selection process.

Any complaints/requests for review will be considered in accordance with the procedures as set out in the Code of Practice. The Code of Practice may be accessed [here](#).

13. IMPORTANT TO NOTE

The onus is on Applicants to ensure that:

- The information provided within their profile is accurate as HR will use this information for all further communications with Applicants in relation to this competition.
- They have complied with and followed all steps as directed to guarantee that their application is received and reviewed under the above-named competition.
- They have followed all the instructions as stated above under **Section 4, Selection Methods**.

Applications must be completed no later than the closing date of Monday 8th April, 2004 at 3pm.

Late applications and incomplete applications will not be accepted, and this will be strictly enforced.

APPENDIX A

COMPETENCIES TO BE ASSESSED AT INTERVIEW

Information Management / Processing

- Approaches and delivers all work in a thorough and organised manner.
- Follows procedures and protocols, understanding their value and the rationale behind them.
- Keeps high quality records that are easy for others to understand.
- Draws appropriate conclusions from information.
- Suggests new ways of doing things better and more efficiently.
- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages, etc..

Delivery of Results

- Takes responsibility for work and sees it through to the appropriate next level.
- Completes work in a timely manner.
- Adapts quickly to new ways of doing things.
- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes.
- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions.
- Identifies and appreciates the urgency and importance of different tasks.
- Demonstrates initiative and flexibility in ensuring work is delivered.
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance.

Customer Service and Communication Skills

- Actively listens to others and tries to understand their perspectives/requirements/needs.
- Understands the steps or processes that customers must go through and can clearly explain these.
- Is respectful, courteous, and professional, remaining composed, even in challenging circumstances.
- Can be firm when necessary and communicate with confidence and authority.
- Communicates clearly and fluently when speaking and in writing.

The Public Appointments Service (PAS) Clerical Officer Competency Framework can be found on the next page.

Public Appointments Service (PAS) Clerical Officer Competency Framework

| | |
|--|---|
| Team work | Shows respect for colleagues and co-workers |
| | Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate |
| | Offers own ideas and perspectives |
| | Understands own role in the team, making every effort to play their part |
| Information Management /Processing | Approaches and delivers all work in a thorough and organised manner |
| | Follows procedures and protocols, understanding their value and the rationale behind them |
| | Keeps high quality records that are easy for others to understand |
| | Draws appropriate conclusions from information |
| | Suggests new ways of doing things better and more efficiently |
| | Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages, etc. |
| Delivery of Results | Takes responsibility for work and sees it through to the appropriate next level |
| | Completes work in a timely manner |
| | Adapts quickly to new ways of doing things |
| | Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes |
| | Writes with correct grammar and spelling and draws reasonable conclusions from written instructions |
| | Identifies and appreciates the urgency and importance of different tasks |
| | Demonstrates initiative and flexibility in ensuring work is delivered |
| | Is self-reliant and uses judgment on when to ask manager or colleagues for guidance |
| Customer Service & Communication Skills | Actively listens to others and tries to understand their perspectives/ requirements/ needs |
| | Understands the steps or processes that customers must go through and can clearly explain these |
| | Is respectful, courteous and professional, remaining composed, even in challenging circumstances |
| | Can be firm when necessary and communicate with confidence and authority |
| | Communicates clearly and fluently when speaking and in writing |
| Specialist Knowledge, Expertise and Self Development | Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc. |
| | Clearly understands the role, objectives and targets and how they fit into the work of the unit |
| | Is committed to self-development and continuously seeks to improve personal performance |
| Drive and Commitment to Public Service Values | Consistently strives to perform at a high level and deliver a quality service |
| | Serves the Government and people of Ireland |
| | Is thorough and conscientious, even if work is routine |
| | Is enthusiastic and resilient, persevering in the face of challenges and setbacks |
| | Is personally honest and trustworthy |
| | At all times, acts with integrity |

