

South Dublin County Council

(Comhairle Contae Átha Cliath Theas)



Clerical Officer

Qualifications

Character

Candidates will be of good character.

Health

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

Education and Experience

Each candidate must, on the latest date for receipt of completed application forms:

- (a) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certification Vocational Programme;

or

- (b) have passed an examination of at least equivalent standard;

or

- (c) have had at least two year's previous service in the office of Clerical Officer, Clerk / Typist (Clerical Duties), Clerk Typist (Typing and Clerical Duties) or Clerk / Typist under a local authority, or health board in the State;

or

- (d) have satisfactory relevant experience which encompasses demonstrable equivalent skills.

The Job

Clerical Officers make a valuable contribution to the provision of South Dublin County Council's services. The Clerical Officer will work as part of a multidisciplinary team, assisting with the implementation of work programmes to achieve goals, targets and standards set out in Departmental and Team Development Plans. He / she will also be required to operate the Council's existing and future IT systems as part of their work.

As part of South Dublin County Council's commitment to providing quality services to citizens, the Clerical Officer will assist in delivering a wide range of services across the organisation. Clerical Officers provide a point of contact for customers to carry out their business and access information about the Council's services.

The ideal candidate will:

- have an understanding of the Council's purpose and knowledge of public service organisation in Ireland;
- have an ability to work effectively within a team to achieve a common goal, ensuring standards are adhered to and maintained;
- have good interpersonal and communications skills;
- have the ability to provide excellent customer services;

- understand the changing environment and be capable of adapting to change in order to deliver quality services to our citizens;
- demonstrate good administrative experience;
- have an ability to work on own initiative, in an independent environment and without constant supervision;
- have an awareness of Health and Safety Legislation and Regulations, the implications for the organisation and the employee, and their application in the workplace.

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| Particulars |
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The office is wholetime, permanent and pensionable. A panel will be formed to fill permanent and temporary vacancies.

Salary

€24,120 - €25,704 - €26,096 - €26,887- €28,043 - €29,202 - €30,361 - €31,202 - €32,156 - €33,261 - €34,045 - €35,142 - €36,244 - €38,320 (maximum) - €39,793 (LSI)

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.

Entry point to this scale will be determined in accordance with Departmental Circulars.

The salary will be fully inclusive and will be determined from time to time. Holders of the office will pay to South Dublin County Council any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of service which they are required by or under any enactment to perform.

The rate of remuneration may be adjusted from time to time in line with Government Policy.

Duties

The duties of the **Clerical Officer** will be such clerical / administrative duties as may be assigned from time to time by South Dublin County Council. They will include deputising, when required, for other employees of the Council and such duties as may be assigned in relation to the area of any other Local Authority. Duties will include but are not limited to:

- dealing with members of the public / customers (for example responding to queries and providing information);
- public counter, reception, cash office;
- operating existing and future IT systems - word processing, spreadsheets, database, e-mail and internet;
- general clerical duties - filing, photocopying, scanning, telephone, post;
- routine accounts work;
- secretarial work;
- taking minutes of meetings;
- drafting letters and reports;
- supporting line-managers and colleagues;
- working as part of a team in delivering services;
- interviewing customers, for example people applying for housing loans;
- carrying out such other duties that may be assigned from time to time;
- The particular duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties appropriate to the post, other than those detailed above, and to take instructions from and report to, an appropriate Officer or such designated Officer as may be assigned from time to time by the Council.

Key Competencies

- **Customer Focus**

A Clerical Officer is respectful and professional when dealing with customers. He/she understands customer needs and expectations and acts on these appropriately and promptly. A Clerical Officer is capable of dealing with difficult customers in an effective manner.

- **Planning and organising**

An effective Clerical Officer manages a workload and plans accordingly. He/she is methodical and follows procedures to deliver on priorities. It is important that a Clerical Officer displays awareness of the implications of actions and decisions.

- **Teamwork**

An effective Clerical Officer is aware of the importance of working as part of a team in order to meet targets. He / she must actively participate as a team member and be co-operative and helpful to colleagues. A Clerical Officer must have the ability to develop and maintain good working relationships with fellow team members and other colleagues within the organisation.

- **Commitment and flexibility**

Clerical Officers must be committed to their role within South Dublin County Council. It is essential that he/she is focused on the delivery of a high quality service and is flexible and adaptable in their approach to work. He/she must be interested in their job and willing to learn new skills.

- **Local Government Knowledge and Understanding**

Superannuation

The provisions of the Local Government (Superannuation) (Consolidation) Scheme 1998 may apply.

Persons who become pensionable officers who are liable to pay the Class A rate of PRSI contribution will be required, in respect of their superannuation contribution, to contribute to the local authority as follows:

1.5% of their pensionable remuneration

plus

3.5% of net pensionable remuneration

(pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependent or qualified children).

Persons who become pensionable officers who are liable to pay the Class D rate of PRSI contribution will be required, in respect of their superannuation contribution, to contribute to the local authority at the rate of 5% of their pensionable remuneration.

The provisions of the Spouses and Children's / Widows and Orphans Contributory Pension Scheme will continue to apply.

New entrants will be admitted to the Single Public Service Pension Scheme with effect from the date of appointment. The scheme is contributory and provides pension, retirement gratuity, death gratuity and survivors benefits. To qualify for a pension the successful candidate must have served a minimum of two years employment in a Local Authority.

Residence

Holders of the office will live in the district in which their duties are to be performed or within a reasonable distance thereof, as determined by South Dublin County Council.

Retirement Age

There is no mandatory retirement age for new entrants to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

Anyone who is not a new entrant to the public service, as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, is subject to a compulsory retirement age of 70 years or as determined in accordance with Department Circulars and in line with Government Policy.

The maximum retirement age for new entrants as defined by the Public Service Pensions (Single Scheme and other Provisions) Act 2012 is 70 years.

The Council may refer staff to a medical advisor at any time to determine fitness for carrying out the duties to which they have been assigned.

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.

Working Hours

The successful candidates' normal hours of work will be 37 hours per week.

The Council reserves the right to alter your hours of work from time to time.

Annual Leave

Annual leave entitlement for the position of Clerical Officer is 27 days.

Probation

Where a person is permanently appointed to South Dublin County Council, the following provisions will apply:

- (a) there will be a period after appointment takes effect, during which such a person will hold the position on probation; such period will be one year, but the Chief Executive may, at his discretion, extend such period;

- (b) such a person will cease to hold the position at the end of the period of probation unless during this period the Chief Executive has certified that the service is satisfactory;
- (c) the period at (a) above may be terminated on giving one week's notice as per the Minimum Notice and Terms of Employment Acts;
- (d) there will be assessments during the probationary period;
- (e) Officers who have already completed a probationary period with another Local Authority will not be obliged to serve probation with South Dublin County Council.

Recruitment

Information supplied on the Expression of Interest form will be shared with the recruitment agency appointed to conduct assessment testing on behalf of South Dublin County Council.

Selection will be by means of a competition based on an interview and / or assessment test conducted by or on behalf of the Council.

A panel may be formed on the basis of such interviews. Candidates whose names are on a panel and who satisfy the Council that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may, within the life of the panel, be appointed as appropriate vacancies arise. The life of the panel will be for a period of one year from the date of its formation.

South Dublin County Council reserves its right to shortlist candidates in the manner it deems most appropriate.

Candidates will be required to complete a full application form if their application is progressed.

South Dublin County Council will not be responsible for any expenses a candidate may incur in attending for an assessment test or an interview.

For the purpose of satisfying the requirement as to health it will be necessary for successful candidates to undergo a medical examination by a qualified medical practitioner to be nominated by the Council.

A candidate who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment or dismissal.

Appointment will also not proceed without the Council obtaining two satisfactory references at least one of which must be from an employer. The employer must not be related to the applicant.

South Dublin County Council will require persons to whom appointments are offered to take up such appointments within a reasonable period of time as determined by the Council and if they fail to take up appointment within such period or such longer period as the Council in its absolute discretion may determine, the Council shall not appoint them.

A candidate who does not attend for interview and / or assessment test when and where required by South Dublin County Council, or who does not, when requested, furnish such evidence as the Council / and or recruitment agency requires in regard to any matter relevant to his/her candidature, will have no further claim to consideration.

Garda Vetting will be sought in accordance with the National Vetting Bureau Act, 2012 – 2014.

Only Expressions of Interest submitted through the Council's online system by **12 Midnight on Thursday, 6 February 2020** will be accepted.

**South Dublin County Council is an equal opportunities employer.
Canvassing will automatically disqualify**