

NEW OPPORTUNITY

# Clerical Officer

SDCC is an equal opportunities employer.  
Canvassing will automatically disqualify.

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## Opportunity starts here

Come to SDCC to do your greatest work. We're forward-thinking and focused on diversity, inclusion and community. As an equal opportunities' employer, we're opening the doors to new careers, creating flexible ways of working and putting people at the heart of everything we do.

We're the people responsible for local government in South Dublin County. Aside from the exciting range of opportunities to make a real difference in your community, SDCC is a great place to work. Working with us will give you the opportunity to gain experience at the heart of local government and to develop your career in a diverse work environment.

At SDCC we provide plenty of opportunity for career progression with structured training, personal development, coaching and mentoring. We offer flexible working including blended working arrangements and a positive work environment. Read our accompanying *Employee Value Proposition* to find out more.

Welcome to a team that's making a difference – powered by people like you.

### Applications

Only applications received electronically through the Council's e-Recruitment system will be accepted

SDCC fills these posts through rolling recruitment. The nature of Rolling Recruitment is that there is no closing date. This allows SDCC to capture as many applicants as possible to fill these posts on an on-going basis.

Competitions which are subject to rolling recruitment will close **at short notice** once a sufficient number of applications have been received. Shortlisted applicants will be brought forward for interview to fill existing vacancies, and the competition will be re-opened to new applications. **It is in your best interest, therefore, to submit your application as soon as possible.**

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### The Role

**Clerical Officers** make a valuable contribution to the provision of SDCC'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. They 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 office is wholetime, permanent and pensionable. A panel will be formed to fill permanent and temporary vacancies. Persons employed will be required to work in any location within the South Dublin administrative area.

### Salary

€31,619 - €33,368 - €33,802 - €34,674 - €35,952 - €37,231 - €38,510 -  
€39,439 - €40,492 - €41,711 - €42,578 - €43,789 - €45,006 - €47,297 -  
€48,924 (1st LS1).

### Hours of Work

The successful candidates' normal hours of work will be 35 hours per week. SDCC reserves the right to alter your hours of work from time to time.

### Annual Leave

Annual leave entitlement for this position is 27 days.

## 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.

### Essential Education, Training and Experience

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

1. 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**  
have passed an examination of at least equivalent standard;  
**or**  
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

have satisfactory relevant experience which encompasses demonstrable equivalent skills.

### Desirable Education, Training and Experience

1. Have experience of working in an office environment and good administrative experience.
2. Have an understanding of the Council's purpose and knowledge of public service organisation in Ireland.
3. Have an ability to work effectively within a team to achieve a common goal, ensuring standards are adhered to and maintained.
4. Have good interpersonal and communications skills.
5. Have the ability to provide excellent customer services.
6. Understand the changing environment and be capable of adapting to change in order to deliver quality services to our citizens.
7. Demonstrate good administrative experience.
8. Have an ability to work on own initiative, in an independent environment and without constant supervision.
9. Have an awareness of Health and Safety legislation and regulations, the implications for the organisation and the employee, and their application in the workplace.

### Key Competencies / Skills

- **Customer focus**

A Clerical Officer represents the organisation positively and professionally when dealing with members of the public and other stakeholders and must demonstrate a positive customer service attitude. They understand 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 work**

An effective Clerical Officer manages a workload and plans accordingly in delivering a high standard of service. They manage their time effectively; are methodical and follow procedures to deliver on priorities.

They take initiative and are open to taking on new challenges or responsibilities. 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. They must actively participate as team members 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.

They must demonstrate dignity and respect for fellow colleagues.

- **Personal effectiveness**

Clerical Officers must be committed to their role within South Dublin County Council. It is essential that they are focused on the delivery of a high-quality services and are flexible and adaptable in their approach to work. The Clerical Officer must be interested in their job; strive to perform at a higher level and be willing to learn new skills; they should maintain a positive, constructive and enthusiastic attitude to their role.

- **Local government knowledge and understanding**

Clerical Officers must **have** a knowledge and understanding of the functions of the local authority and the services it provides. They should demonstrate knowledge of the purpose of the Council and its priorities and structures. They should **have an** understanding of the Council's purpose and understanding the role of the elected council and the Elected Members.

Candidates are requested to give an example of a situation which highlights the behaviour, skills and attitude that underpin effective performance in these areas, and which demonstrates their suitability to meet the challenges of this role. Candidates should ensure the example used clearly demonstrates their ability in this area and that the scale and scope of the example given is appropriate to the post and level of the post.

## 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:

1. Dealing with members of the public / customers (for example, responding to questions and providing information).
2. Public counter, reception, payments office.
3. operating existing and future IT systems - word processing, spreadsheets, database, e-mail and internet.
4. General clerical duties - filing, photocopying, scanning, telephone, post.
5. Routine accounts work.
6. Secretarial work.
7. Taking minutes of meetings.
8. Drafting letters and reports.
9. Supporting Line Managers and colleagues.
10. Working as part of a team in delivering services.
11. Interviewing customers, for example, people applying for housing loans.
12. 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.

These duties are indicative rather than exhaustive and are carried out under general guidance.

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