



An tSeirbhís um Cheapacháin Phoiblí  
Public Appointments Service

## Candidate Information Booklet

# Clerical Officer in the Civil Service 2020

## Competition I.D: 2037907

### **Closing Date for Applications**

**Tuesday, 24<sup>th</sup> March 2020 at 3pm**

The Public Appointments Service (PAS) is committed to a policy of equal opportunity. The Public Appointments Service will run this competition in compliance with the Code of Practice for 'Appointment to positions in the Civil Service and Public Service' prepared by the Commission for Public Service Appointments (CPSA) - available on [www.cpsa.ie](http://www.cpsa.ie)

Helpdesk Email Address: [CO2020@publicjobs.ie](mailto:CO2020@publicjobs.ie)

## **Introduction**

The Public Appointments Service (PAS) is the centralised independent recruitment provider for the Civil and Public Service and will conduct the selection process for this competition.

PAS will establish a panel of suitably qualified individuals to fill vacancies, which may arise in the Civil Service.

The Civil Service can offer suitable candidates a very satisfying and varied career, with competitive terms and conditions.

## **The Role**

The nature of the work carried out by clerical staff may vary depending on the business being conducted by the employing organisation. It will involve such clerical/administrative tasks as may be assigned to the employee from time to time. The following reflects the typical duties you may be required to undertake, if appointed:

- General clerical work 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. word processing, spreadsheets, database, 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.
- Any other duties deemed appropriate.

Please refer to Page 14 for clerical officer level competencies and effective performance indicators.

In certain instances, positions may arise where specialist skills or experience is required e.g. accounts, language skills, typing skills, etc. Suitable candidates may be selected for the purpose of filling such vacancies.

## **Entry Requirements and Eligibility**

Candidates must, on the closing date of 24<sup>th</sup> March 2020:

- have the requisite knowledge, skills and competencies to carry out the role;
- be capable and competent of fulfilling the role to a high standard;
- have a good general level of education;
- be at least 17 years of age on or before the closing date of 24<sup>th</sup> March 2020;
- fulfil Citizenship, Health & Character, Garda Vetting & Security Clearance and Reference Check requirements ([CLICK HERE](#) for further information);
- ensure that they meet the criteria regarding Public & Civil Service Redundancy/ Ill Health Retirement Schemes ([CLICK HERE](#) for further information)

### **Applicants for the Irish Language Stream**

The Civil Service is fully committed to fulfilling its obligations under the Official Languages Act. It is intended that any vacancies arising which require staff to provide a full range of services through the Irish language (Functional Bilinguals), may be filled from this competition.

Candidates who indicate their interest on the application form and who are successful at the final selection stages will be required to undergo an assessment of their Irish language skills. They must achieve the required level in the Irish language, i.e. demonstrate a minimum Level B2 on the [Europass self-assessment framework](#).

Please note that in the case of the Irish stream, attendance will also be required at a separate assessment/interview through the Irish language.

## Application Process

Applications must be made online through [www.publicjobs.ie](http://www.publicjobs.ie). Before applying candidates should log-on to [www.publicjobs.ie](http://www.publicjobs.ie) and, if they have not already done so, must register as a 'New User' to create a profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application.

### How to Apply

Click the button 'Apply now' to access the application form. This button is located at the end of the job advertisement page for Clerical Officer in the Civil Service 2020 on [www.publicjobs.ie](http://www.publicjobs.ie). You must complete the application form in full and click the submit button.

On the application form you may select **a maximum of two location choices**, listed below, where you would be prepared to work if offered an appointment:

Carlow	Cavan	Clare
Cork	Donegal	Dublin
Galway	Kerry	Kildare
Kilkenny	Laois	Leitrim
Limerick	Louth	Longford
Mayo	Meath	Monaghan
Offaly	Roscommon	Sligo
Tipperary	Waterford	Westmeath
Wexford	Wicklow	

You should only make a location choice where you would be prepared to work if offered an appointment. **Changes to your location choice(s) will not be permitted after the closing date.** Vacancies for which you may be considered will extend only to a city/town in your chosen county. Candidates should be aware that vacancies may not arise in all of the above locations while this panel is active. Once a candidate has been assigned, they are removed from the panel.

Once you have submitted your application form you should return to your publicjobs account and confirm that it has been successfully submitted via '**My Applications**'. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a publicjobs email has been blocked.

Only fully completed and submitted applications will be accepted into the competition. The admission of a person to the competition, or invitation to undertake any element of the selection process, is not to be taken as implying that the PAS or other body is satisfied that such a person fulfils the requirements.

### Closing Date

The closing date for receipt of completed applications is  
**Tuesday, 24<sup>th</sup> March 2020 at 3pm**

**Applications will not be accepted after the closing date.**

## **Username / Password issues**

### ***Forgotten your username or password?***

If so, click on the following link:

<https://www.publicjobs.ie/candidateportal/home/forgottenDetails.do>

### ***How to contact PAS?***

If you continue to have 'User Name' or 'Password' difficulties please email PAS at [CO2020@publicjobs.ie](mailto:CO2020@publicjobs.ie) outlining your issue and giving your name and contact details, including a telephone number, where you can be reached.

Candidates should note that support will only be available during office hours until the closing date.

It is important that you keep note of your username and password as you will need this information to access your Publicjobs.ie Message Board.

## **Selection Process**

Candidates will be required to complete assessments which are designed to identify their potential to fulfil a clerical officer role.

The selection methods used to select successful candidates for positions may include:

- Online Assessment Questionnaire
- Interview
- Language tests (oral and/or written) e.g. in the case of applicants for the Irish stream;
- Any other tests/exercises deemed appropriate.

Applicants must successfully compete and be placed highest in order to be considered for advancement to the next stage of the selection process. The number to be called forward will be determined from time to time by PAS.

Irrespective of which of the specific Clerical Officer competition streams you applied for, you may only sit the various stages of the selection process, including interview, once. In the case of the fluency in Irish stream, a separate Irish oral examination/assessment will also be required.

## Indicative Dates (Subject to Change)

Stage	Dates
Stage 1 - Online Assessment Questionnaire Live	27 <sup>th</sup> March 2020
Stage 1 - Online Assessment Questionnaire Close	30 <sup>th</sup> March 2020 at 1pm
Stage 2 - Interview	Mid- late April 2020

Candidates must be prepared to make themselves available at short notice, to undertake and attend test(s) and interview and provide any supporting documentation required.

### Candidates with Disabilities and Special Needs

Candidates who have indicated on their application form or profile that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide PAS with information to act as a basis for determining reasonable accommodations where appropriate.

These reports must be forwarded to Michelle Walsh, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1 by close of business on **24<sup>th</sup> March 2020**.

If you have recently applied for a competition with PAS and submitted a report, please email [ASU@publicjobs.ie](mailto:ASU@publicjobs.ie) to confirm that your report is on file.

### Communication

Interaction with candidates during the selection process will primarily be conducted online. PAS will communicate with you primarily through your Publicjobs.ie Message Board. However, some correspondence may be issued by email. The onus is on the candidate to keep a regular check on your Message Board/Email Account as email notifications of updates may sometimes be filtered into your Junk/Spam email folders (or 'Promotions' in the case of gmail). You are also advised to check all these folders regularly. The PAS accepts no responsibility for communication not accessed or received by an applicant.

It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment campaign, as any email/text message will be sent to the email address/telephone number originally supplied (see also paragraph below '*Publicjobs Messageboard*'). Candidates must use their own valid email address. Email addresses from third parties will not be accepted and may invalidate your application. PAS will only communicate application information with the candidate and not with any third party.

An Unreasonable Conduct Policy is in operation in PAS. Information on the policy can be found on our [website](#).

## Principal Conditions of Service

### General

The appointment 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 a permanent 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; and
- (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 Act 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 and the appointee will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

### Salary Clerical Officer Personal Pension Contribution (PPC) as of 1<sup>st</sup> January 2020

€461.96	€492.18	€499.85	€514.83	€536.93
€558.99	€581.05	€597.11	€615.29	€636.43
€651.32	€672.24	€693.04	€725.48	€750.99
(LSI1)	€762.68 (LSI2)			

This rate will apply where the appointee is a new entrant or is an existing civil or public servant appointed on or after 6<sup>th</sup> April 1995 and is required to make a personal pension contribution.

A different rate will apply where the appointee is a civil or public servant recruited before 6<sup>th</sup> April 1995 who **is not required** to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

**Important Note**

Entry will be at the minimum of the scale and 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 you are currently a serving civil or public servant.

Subject to satisfactory performance increments may be payable in line with current Government Policy.

Successful candidates 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.

**Tenure**

It is intended to fill permanent posts through this competition subject to probation..

**Annual Leave**

The Annual Leave allowance is 22 days rising to 23 days after 5 years' service and to 24 days after 10 years' service, 25 days after 12 years' service and 26 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

**Hours of Attendance**

Hours of attendance will be as fixed from time to time. Typically, hours will be of the order of 43 hours and 15 minutes per week. The position holder will be required to work a five-day week. Hours of attendance will be as specified by the employing Department/organisation.

**Duties**

Appointees will be required to perform any duties which may be assigned to them from time to time as appropriate.

**Outside Employment**

The position will be whole time and appointees may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

**Headquarters**

Headquarters will be such as may be designated from time to time by the Head of the Department/organisation. When absent from home or headquarters on official duty appointees will be paid appropriate travelling expenses and subsistence allowances, subject to normal regulations.

**Sick Leave**

Pay during properly certified sick leave absence will apply, in accordance with the provisions of sick leave circulars.

## 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](http://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 66 (rising to 67 in 2021 and 68 in 2028 in line with changes in State Pension age).
- 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.
- The maximum compulsory retirement age in the Single Scheme is age 70

## 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.**

## 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.

For further information in relation to the Single Public Service Pension Scheme please see the following website: [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie)

## IMPORTANT NOTICE

**The above 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(s).**

## **General Information**

### **Appointments from Panels**

It is envisaged that a panel of qualified individuals will be established from which vacancies may be filled. If a candidate is offered and accepts a position, they must be available to take up that position within a reasonable time frame. Qualification and placement on a panel is not a guarantee of appointment to a position. Please note that once an offer of appointment has been accepted a candidate will be removed from the panel and no further offers of appointment will be made. It is not envisaged that appointments will be made from this competition after May 2021.

### **Declining an offer of appointment**

Should the person recommended for appointment decline, or having accepted it, relinquish it, PAS or the employing organisation may at its discretion, select and recommend another person for appointment on the results of this selection process.

### **Deeming of candidature to be withdrawn**

Candidates who do not complete and submit the Online Questionnaire before the specified date; or do not attend/undertake any subsequent stage of the selection process as requested, attend for interview or other test when and where required by the PAS or who do not, when requested, furnish such evidence as the PAS require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

### **Reschedule Requests**

Candidates are only permitted to reschedule **once** for Stage 2 Interview. Requests must be emailed to [CO2020@publicjobs.ie](mailto:CO2020@publicjobs.ie) within the booking window as specified in the invitation message and will only be considered under exceptional circumstances as deemed acceptable by PAS (e.g. Bereavement/Illness). Please note that PAS may request supporting documentation as evidence.

Candidates who attend a rescheduled interview and are deemed successful, will be panelled with the batch they are interviewed in. Candidates will not be re-inserted into their original batch.

### **Reasonable Accommodations**

Candidates who have indicated on their application form or profile that they would like to avail of reasonable accommodations may be requested to complete a Reasonable Accommodations in the Workplace request form should they come under consideration for a position. This will assist the PAS in working to ensure that any specific accommodation requirements that they may have can be reasonably accommodated should they be assigned to a department.

### **Specific candidate criteria**

In addition to fulfilling the eligibility criteria set out, candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of health & character;
- Be suitable in all other relevant respects for appointment to the post concerned;
- If successful, they will not be appointed to the post unless they:
  - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be performed; and
  - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### **Non-Refund of Expenses**

Any expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded.

### **Confidentiality**

Subject to the provisions of the Freedom of Information Acts 2014, the Data Protection Acts 2018, and any security clearance and/or enquiries, all aspects of the proceedings, to the extent that they are managed by the PAS or employing organisation, are treated in strict confidence and are not disclosed to anyone outside those directly involved in the selection process.

### **Quality Customer Service**

PAS aims to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

### **General Data Protection Regulation (GDPR)**

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 you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: [dpo@publicjobs.ie](mailto:dpo@publicjobs.ie) ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the Public Appointments Service are set out on the Data Protection page of [www.publicjobs.ie](http://www.publicjobs.ie).

### **Requests for Feedback/Test Rechecks**

Feedback in relation to the selection process is available on request. Feedback and rechecks may be requested for up to six months after completion of each stage of the competition. However, please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

### **Candidates' Obligations:**

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the test material, e.g. through social media or any other means, may result in you being disqualified from the competition.

A third party must not personate a candidate at any stage of the process

Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the appointments process.

### **Contravention of the Code of Practice**

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

### **Review Procedures**

Please [CLICK HERE](#) for further information on Review Procedures.

### **Confidentiality of Information and Materials**

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition. Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials and/or interview related information may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

### **Use of Recording Equipment**

PAS 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, teleconference. 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 candidates/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 candidate 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.

**Candidates should note that canvassing will disqualify**

# Clerical Officer Level Competencies

## Effective Performance Indicators

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 his/her 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 & 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