



Comhairle Contae Thiobraid Árann Tipperary County Council

BRIEFING DOCUMENT, APPLICATION AND SELECTION PROCESS

Clerical Officer Competition

The Position

Clerical Officers make a valuable contribution to the provision of the Local Authority'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 the Corporate Plan and Annual Service Delivery Plans. He/She will also be required to operate the Local Authority's existing and future IT Systems as part of their work.

As part of the Local Authority'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 duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The work of a Clerical Officer requires that the employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs.

Key Duties:

The Clerical Officer is the entry-level administrative grade in Local Authorities in the country. The following is a non-exhaustive list of key duties and responsibilities which may be assigned to a Clerical Officer:

- To participate in and support the work of the section or department to ensure that work programs are delivered in accordance with operational plans.
- To communicate and liaise with team members, supervisors, members of the public and others in relation to operational matters in their section or area of work
- To prepare reports, correspondence and other documents as necessary.
- To provide a comprehensive administrative and clerical service as required.
- Taking minutes of meetings.

- To ensure high levels of customer services, responding to queries and requests for information in a professional courteous and timely manner.
- To support and participate in all change management initiatives within their area of work or the wider organisation.
- To support and assist team members as required.
- To participate in corporate activities and responsibilities appropriate to the grade.
- To be in compliance with Health and Safety legislative requirements, policies and procedures and safe systems of work.
- To deputise for the line manager or equivalent as required.
- To undertake any other duties of a similar level and responsibility, as may be required, or assigned, from time to time.
- Any other duties as deemed appropriate.

The Person

1. Character

Each candidate must be of good character.

2. 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.

3. Education, training, experience, etc

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

- (i) 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 Certificate Vocational Programme,
- or
- (ii) have passed an examination of at least equivalent standard,
- or
- (iii) have had at least two year's previous service in a permanent and pensionable 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
- (iv) have satisfactory relevant experience which encompasses demonstrable equivalent skills.

In the event that an offer of employment is made, the candidate will be required to submit all relevant Educational Qualifications in order to meet the requirements above.

Salary:

Salary scale: €23,587 - €39,109 per annum. Payment of increments is dependent on satisfactory performance.

Entry point of this scale will be determined in accordance with Circulars issued by the by the Department of Housing, Planning, Community and Local Government.

Hours of Work:

The normal working hours are **37 hours per week**

Annual Leave:

27 days per annum

Sick Leave:

The terms of the Public Service Sick Pay Scheme will prevail.

Superannuation:

The relevant Superannuation Scheme applies.

Residence:

The holder of the post shall reside in the district in which his/her duties are to be performed or within a reasonable distance thereof.

Safety and Welfare:

The holder of the post shall co-operate with the terms of Tipperary County Council's Safety Statement and Major Emergency Plan. He/she shall familiarise him/herself with the safety rules and procedures and make proper use of all safety, clothing and equipment.

Training:

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

Retirement:

Public Service Pensions (Single Scheme and Other Provisions) Act 2012 :

The compulsory retirement age for new entrants as defined by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 is 70 years. Minimum pension age of 66 years, rising to 67 years and 68 years in line with State Pension age changes, is applicable.

Public Service Superannuation (Miscellaneous Provisions) Act, 2004:

There is no mandatory retirement age for 'New Entrants' from 1st April, 2004 to the public service as defined in the Public Service Superannuation (Miscellaneous

Provisions) Act 2004. 65 years is the minimum age at which a person may retire. As a new entrant to the public service, under the terms of this legislation, new entrants will not be required to retire on grounds of age.

Anyone who is not a 'New Entrant' to the public service, defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004 is subject to a compulsory retirement age of 70 years.

Taking Up Appointment:

Tipperary County Council shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks and if he/she fails to take up the appointment within such period or such longer period as Tipperary County Council in its absolute discretion may determine, Tipperary County Council shall not appoint him/her.

Garda Vetting

Successful candidates may be subject to Garda Vetting in advance of appointment to the position or during the course of their employment dependent upon their assignment or area of work.

Shortlisting:

Depending on the number of applications received, while a candidate may meet the eligibility requirements of the competition, it may be necessary that a shortlisting process may be carried out.

This process may entail one or more of the following methods:

- Desk Top Shortlisting based on an examination of the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your **relevant qualifications/ experience** on the application form.
- Short-listing interview
- Practical examination such as I.T. Skills.

Final Competitive Interview:

Following a shortlisting process, where appropriate, selection will be by means of a competition based on an interview conducted by or on behalf of the local authority.

A panel may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the local authority 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 to permanent and temporary vacancies as they arise.

Where an offer is made and turned down for reasons of logistics i.e. travel distance, (e.g. a candidate living in Carrick-on-Suir turns down an offer of a position in Nenagh) that candidate will remain on the panel for one further offer only in a location other than that previously refused. A candidate is entitled to turn down one offer only and whether the refusal is reasonable in terms of location is totally at the discretion of Tipperary County Council.

Where a candidate refuses an offer of a temporary position the candidate will remain on the panel for future offers of permanent employment.

Interview

Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency. Candidates are advised to consider this criteria when completing application forms.

Competency Indicators

Customer Service & Communication Skills: (100 Marks)	<ul style="list-style-type: none"> • Ensure to provide quality services • Communicate clearly while also listening actively • Demonstrate positive customer service attitude
Team Work (100 Marks)	<ul style="list-style-type: none"> • Develop & Maintain good working relationships within teams • Understand own role and personal contribution to team • Ability to communicate well with wide range of stakeholders • Demonstrate dignity and respect for colleagues
Personal Effectiveness (100 marks)	<ul style="list-style-type: none"> • Enthusiastic, energetic and suitable for the role • Commitment to continuous improvement of skills and knowledge. • Knowledge and understanding of the Local Authority and its functions • Understanding of the role of the Elected Members

Candidates at interview must achieve a minimum 50% of the total marks available in each of the competencies to qualify for inclusion on a panel.

Please do not submit a CV with your application as any additional information contained therein will not be considered.

JANUARY 2019