



COMHAIRLE CONTAE
CHEATHARLACH
CARLOW COUNTY COUNCIL

Candidate Information Booklet - Post of Clerical Officer (from which temporary vacancies will be filled)

THE ROLE

A Clerical Officer is the entry grade in a five-tier administrative structure within Carlow County Council ranging through to Assistant Staff Officer, Staff Officer, Senior Staff Officer and Administrative Officer. Clerical Officers work as part of a multi-disciplinary team to provide administrative support and customer service across the broad range of local authority front line as well as internal services. The successful candidate will therefore require excellent administrative and communications skills.

The Clerical Officer will normally work under the direction and management of a Staff Officer, Senior Staff Officer or Administrative Officer which comprise the line management grades and may from time to time be required to deputise for an Assistant Staff Officer or other administrative grade and successful applicants must be willing to take on this challenge. The ideal candidate will also be a highly motivated person, with a strong sense of commitment to delivering quality public services and shall demonstrate a clear knowledge and understanding of:

- Local authority services, its key customers and relationships with other agencies and organisations
- Role of the Elected Member
- Current local government issues
- Public service values and integrity

The ideal candidate should also have a proven track record in the following areas:

- Administration and clerical work
- Proficiency in key board skills
- Effective communication skills
- Customer service experience
- Team working
- Operation of IT systems and standard office software packages
- Effectively plan and prioritise work
- Acting on own initiative
- Working under pressure to tight deadlines
- Maintaining confidentiality

QUALIFICATIONS

Character:

Each candidate must 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.

Citizenship:

Candidates must, by the date of any job offer, 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 is a spouse or child of an EEA or UK or Swiss citizen and 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

Education, Experience etc.

Candidates shall:

have obtained at least a 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

have passed an examination of at least equivalent standard,

or

have had at least two years previous service in a post 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:

It is desirable but not essential that holders of the post hold a full unendorsed driving licence for class B vehicles.

PARTICULARS OF EMPLOYMENT

The Post:

Carlow County Council require temporary clerical officer posts to cover maternity leave, sick leave, project work, and other absences that may arise from time to time. The posts are whole-time and pensionable. The post holder shall not engage in any gainful occupation, other than as an employee of a local authority, to such an extent as to impair the performance of his or her duties as an employee of a local authority or in any occupation which might conflict with the interests of the local authority, or which might be inconsistent with the discharge of his/her duties as a local authority employee.

Hours of Duty:

The working hours at present provide for a five day, thirty-five hours working week. The working hours may be reviewed at any time and the Council reserves the right to vary the hours or days as required. The post may require flexibility in working outside of normal hours, including at weekends, as necessary.

Carlow County Council operate a flexible time scheme with the earliest start time of 8.30 a.m. and latest start time of 10.00 a.m. and the earliest finishing time of 16.30p.m. and latest finishing time of 18.00p.m. Lunch break consisting of a minimum of 30 minutes to a maximum of 2 hours must be taken between 12.30 p.m. and 14.30 p.m. The Flexi Leave Scheme is available, on request.

There may be a requirement to work additional hours from time to time, no additional remuneration will be paid in respect of such activities and Time in Lieu on a time for time basis will apply. Overtime does not apply to this post. All hours of work will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

Duties:

The duties of the office are to give to the local authority and

- (a) to such other local authorities or bodies for which the Chief Executive, for the purposes of the City and County Management Acts, is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies mentioned in sub-paragraph (a) of this paragraph

under the general direction and control of the Chief Executive or of such other officer as the Chief Executive may from time to time determine, such appropriate professional/technical and ancillary services of an advisory, supervisory or executive nature as may be required by any local authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties, including the duty of servicing all committees that may be established by any such local authority or body. The holder of the office will, if required, act for an officer of a higher level.

The duties to be assigned include the following although this list is not exhaustive and may be reviewed from time to time as organisational needs require:

- Providing clerical and administrative support within any division of the Council or its Municipal District operations
- Working as part of a team in the delivery of services
- Communicating and provide information in a professional and courteous manner to elected members and customers through face to face interaction, by telephone and email
- Providing the highest quality standards in customer service at all times
- Using Information Technology on a daily basis including standard office packages and financial management systems
- 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
- Creating and maintain any records, reports and returns as required
- Ensuring compliance with organisational policies and procedures
- Organising and facilitating internal and external meetings
- Completing all essential training successfully
- Participating in the Performance Management Development System
- Liaising with and responding to other local authorities, government departments and statutory agencies where required
- Carrying out duties in a politically neutral and impartial manner that enhances public trust and confidence in the local authority decision making process
- Acting or deputising for more senior personnel in their absence when required
- Undertaking any other duties of a similar level and responsibility, as may be required, or assigned, from time to time

The post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Remuneration:

The annual salary for the post of Clerical Officer in accordance with Circular Letter EL 02/2024, effective 1st June 2024, is as follows:

€29,311 - €31,043 - €31,472 – €32,336 – €33,601 – €34,867 – €36,134 - €37,053 - €38,096 - €39,303 - €40,161 - €41,306 - €42,565 - €44,834 - LSI1 €46,445

Holders of the post will be paid at the appropriate point on the salary scale in accordance with the relevant Department Circulars. The starting pay for new entrants to the public service will be at the minimum of the scale. The salary shall be fully inclusive and shall be as determined from time to time. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The holder of the position shall pay to the Local Authority any fees or other monies (other than inclusive salary) payable to or received by such holder by virtue of the position or in respect of services, which are required by or under any enactment to perform.

Work Base:

Carlow County Council reserves the right to assign you to any department or premises in use by the Council, now or in the future. Changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to provide him/herself at his/her own expense with the necessary mode of travel to and from work.

Residence:

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

Annual Leave:

The current annual leave entitlement is 27 days per year – pro rata in accordance with the duration of the temporary contract. Granting of annual leave, payment for annual leave and arrangement for public holidays will be governed by the provisions of the Organisation of Working Time Act, 1997 (as amended).

References:

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer). In advance of any offer of employment, Carlow County Council reserves the right to seek both written and verbal references from current and previous employers, educational institutions, or any other organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

Use of Modern Technology:

The successful candidate will be required to use all equipment provided, including computers, handheld terminals, mobile telephone, electronic equipment, video or other monitoring equipment and any other new technology which may be introduced in the future.

Travel:

If you are required to travel as part of your official duties, Carlow County Council as your employer must be indemnified on your insurance policy. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Carlow County Council's Travel and Subsistence Policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately. Carlow County Council reserves the right to provide a van to enable you to carry out your duties. The provision of a van will be at the discretion of the Chief Executive.

Health & Safety:

The holder of the post shall co-operate with the terms of Carlow County Council's Safety Statement and Major Emergency Plan. It is a condition of employment that the successful candidate will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post. He/She shall familiarise him/herself with the safety rules and procedures and make proper use of all safety, clothing and equipment. Failure to comply with the terms of the Safety Statement may result in a disciplinary action.

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 and to attend all mandatory training.

Data Protection:***Basis for Processing your Personal Information***

The basis for processing your personal data is to progress your application for the position you have applied for with Carlow County Council under the Terms of the Employment (Information) Act 1994 and Human Resources policies and procedures. Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, particulars of education, details regarding your record of employment and confirmation if you require an employment permit/visa /or work authorisation.

Sharing of Information

Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied, with a designated shortlisting and / or interview board. If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File.

Storage period

Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired. Applications that are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested Carlow County Council will not be able to progress your application form for the competition.

When your application is received, Carlow County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your

candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003 and will be destroyed following the expiry of any panel put in place in respect of this competition.

Recruitment Process:

Selection Process

Candidates will initially be assessed to ensure that they meet the minimum specified eligibility criteria for the position.

Competitive Interview

Selection of candidates for appointment shall be by means of a competitive interview. The Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualification, attributes and skills required to undertake the duties and responsibilities to the standard required in the post. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.

Canvassing

Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the candidate's favour any officer of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking.

Taking up Appointment

The local authority shall require a person to whom an appointment is offered to take up such appointment within a short period of time and if he/she fails to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint him/her.

Carlow County Council is an Equal Opportunities Employer