COMHAIRLE CONTAE CHEATHARLACH
CARLOW COUNTY COUNCIL

Candidate Information Booklet - PLEASE READ CAREFULLY

Post of Temporary Clerical Officer

(To fill vacancies that occur due to statutory leave, sick leave, project work etc.)

This is a rolling competition without a closing date for receipt of completed application forms. Applications will be processed in order of receipt of completed forms as required.

FOUR TYPED APPLICATION FORMS (one original completed signed copy and three full copies of the original) SHOULD BE RETURNED TO:

ADMINISTRATIVE OFFICER,
HUMAN RESOURCES SECTION,
CARLOW COUNTY COUNCIL,
COUNTY BUILDINGS,
ATHY ROAD,
CARLOW. R93 E7R7

PLEASE NOTE THE FOLLOWING INSTRUCTIONS:

- A Curriculum Vitae or applications by email or fax will **NOT** be accepted.
- All applications forms **MUST be typed**. Before signing the form, please ensure that you have replied fully to all sections/questions.
- You should satisfy yourself that you are eligible under the regulations – **a copy of results, must be submitted with your application form** in order to determine your eligibility for the post**.** The Council cannot undertake to investigate the eligibility of candidates in advance of the interview/examination, and hence persons who are ineligible, but nevertheless, enter, may put themselves to unnecessary expense.
- Carlow County Council is **not** responsible for any expenses which may be incurred by the candidate in attendance for aptitude test or interview.
- Applications received that do not comply with the requirements set out in the booklet, i.e. typed application form, one original fully completed signed copy and 3 copies of the application form and copy of educational results will **not** be accepted.
- Carlow County Council may decide, by reason of the number of persons seeking admission to the competition, to carry out a shortlisting procedure. Shortlisting will be based on qualifications, relevant experience and information submitted on the application form. The number of persons to be invited for interview shall be determined by Carlow County Council.

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. Clerical Officers make a valuable contribution assisting with the implementation of work programmes to achieve goals, targets and standards and delivering quality service to internal and externals customers. The successful candidate will therefore require excellent administrative, ICT 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, it's 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 of administration and clerical work
- Proficiency in keyboard skills, knowledge of IT systems and standard office software packages
- Customer service experience/ethos
- Effective communication and interpersonal skills
- Effective organisational skills with the ability to plan, organise and prioritise work effectively and meet established timelines
- An ability to work effectively within a team to achieve a common goal, ensuring standards are adhered to and maintained
- An ability to act on own initiative, be self-motivated and be flexible in their approach to work
- An ability to work under pressure to tight deadlines
- An ability to undertake work requiring accuracy and attention to detail
- An understanding of the importance of confidentiality and the ability to deal with sensitive or confidential information in a discreet manner
- An ability to take direction

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

It is desirable that holders of the post hold a full unendorsed driving licence for class B vehicles.

COMPLETING A COMPETENCY BASED APPLICATION FORM

A Competency Based Application Form requires, you, as the candidate, to describe some of your personal achievements to date, to demonstrate certain competencies (necessary skills & qualities) required for the position you are applying for. All question areas must be answered, as you will be questioned on all areas should you be called for interview.

You should describe situation(s) from your own experience, which you think is the best example(s) of what you have done which demonstrates the specific competency. It is essential that you describe how you demonstrated the skill or quality in question. The example(s) may be drawn from your experience in various settings, including employment, community, sporting or voluntary. Please do not use the same example to illustrate your answer to more than two areas of competence. Please note the interview board may look for additional examples of where you demonstrated the skills required for the post.

Key Competencies for the post have been identified as essential for the role of Clerical Officer as follows:

Information Management & Processing:

- Organisational skills
- Ability to understand and adhere to procedures and processes
- Demonstrates proficiency in the use of Information Technology
- Collating date and information processing
- Analytical and reporting skills

Team Working:

- Inter-personal skills and ability to communicate effectively with a wide range of stakeholders
- Develop and maintain good working relationships within their team
- Demonstrate dignity and respect for their colleagues
- Understand own role and personal contribution within the team, offers own ideas and perspectives

Delivering Results:

- Take responsibility for delivering quality work in a timely manner
- Assess and prioritise workloads ensuring accuracy and high standard in work delivered
- Flexibility in approach to work and open to taking on new challenges or responsibilities
- Adapt quickly to change and new ways of doing things
- Use initiative and self-motivate when required

Customer Service & Communications Skills:

- Communicate clearly, is respectful, courteous and professional, remaining composed, even in challenging circumstances
- Actively listens to others and tries to understand their perspective/requirements/needs
- Understand the steps or processes that customers must go through and can clearly explain these
- Demonstrate positive customer service attitude

Personal Effectiveness:

- Clear knowledge and understanding about the local authority, its services and role of the Elected Members
- Commitment to self-development and improving skills and knowledge base
- Strives to perform at a higher level and is enthusiastic and energetic about the role
- Acts with honesty and integrity
- Treats others in a fair and consistent manner

PARTICULARS OF EMPLOYMENT

The Post:
The temporary 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 hour 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 8.00 a.m. and latest start time of 10.00 a.m. and the earliest finishing time of 16.00 p.m. and latest finishing time of 18.00 p.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.

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.

Remuneration:
The annual salary for the post of Clerical Officer in accordance with Circular Letter EL 04/2026 is as follows:

€31,935 - €33,702 - €34,140 – €35,021 – €36,312 – €37,603 – €38,895 - €39,833 - €40,897 - €42,128 - €43,004 - €44,227 - €45,456 - €47,770 - LSI1 €49,413

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.

Probation:
Where persons who are not already permanent employees of a local authority are appointed, the following provisions shall apply:

(a) there shall be a period after such appointment takes effect during which such persons shall hold such position on probation,
(b) such period shall be one year, but the Chief Executive may at his or her discretion extend such period,
(c) such persons shall cease to hold such position at the end of the period of probation unless during such period the Chief Executive has certified that the service of such persons is satisfactory,
(d) the period at (a) above may be terminated on giving one week's notice as per the Minimum Notice and Terms of Employment Acts,
(e) there will be assessments during the probationary period.

Health:
For the purposes of satisfying the requirement as to health it will be necessary for each successful candidate, before he/she is appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority.

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.

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.

Annual Leave:
The current annual leave entitlement is 27 days increasing to 29 days after 5 years' service. The 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).

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

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.

Vetting:
Garda vetting is required for certain roles within Carlow County Council. Failure to complete a Garda vetting form on request may prevent your employment with Carlow County Council. In the event of an unsatisfactory Garda declaration being received Carlow County Council reserves the right not to commence employment. In the event of an existing employee changing role as a result of promotion or otherwise to a role that requires Garda Vetting and an unsatisfactory disclosure being returned, Carlow County Council reserves the right to withhold promotion, and also to investigate if further sanction/disciplinary action is warranted on foot of disclosure on a case-by-case basis.

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.

Superannuation & Retirement:

Superannuation

If you are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998 and are liable to pay Class A PRSI contributions, you would be required in respect of superannuation to make contributions at the rate of 3.5% of net pensionable remuneration (i.e. 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 dependant or qualified children) plus 1.5% of full pensionable remuneration. You are required in respect of spouses' and children's pension benefit to contribute at the rate of 1.5% of full pensionable remuneration in accordance with the terms of schemes made under the Local Government (Superannuation) (Consolidation) Scheme 1998. Maximum retirement age is 70.

If the Public Service Superannuation (Miscellaneous Provisions) Act 2004 applies to your employment, 65 is the minimum age at which your pension may be paid. As a new entrant to the public service, under the terms of this legislation you will not be required to retire on grounds of age. Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration. You may also be required to pay Spouses and Children/ Widows and Orphans contributions at the rate of 1.5% of gross pay. Maximum retirement age is 70.

Persons who become pensionable staff of a local authority for the first time on or after 01 January 2013 are assigned 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. If you are pensionable under the Public Service Pensions (Single Scheme and other provisions) Act 2012, you are liable to pay the Class A rate of PRSI contribution. You are required to pay contributions as follows: 3% of gross remuneration and 3.5% of net pensionable remuneration (i.e. 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 dependant or qualified children). The minimum age at which you may retire is allied with the State Contributory Pension age (currently 66, rising to 67 in 2021 and 68 in 2028). The maximum retirement age is 70. To qualify for a pension the successful candidate must have served a minimum of two years employment in a local authority. You are reminded that under this agreement the Council may refer you to a medical advisor at any time to determine fitness for carrying out the duties to which you have been assigned. Further information is available from the Human Resources Department.

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 existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

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 reemployment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

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.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that

persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER are not eligible to compete in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

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

New members joining the Public Sector on or after 1st January 2013 will be required to join the Single Public Service Pension Scheme. The Single Scheme applies to all pensionable first-time entrants to the Public Service as well as to former public servants returning to the public service after a break of more than 26 weeks. In each pay period an amount equivalent to 3.5% of net pensionable remuneration PLUS 3% of pensionable remuneration will be deducted as the member's contribution under the Scheme. This includes a contribution to a Spouse's and Children's Scheme.

Persons who commenced Public Sector Employment prior to 1st January 2013

Persons who become pensionable employees of a local authority who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 1.5% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. 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 employees of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration. All persons who become pensionable employees of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the scheme.

Retirement

Appointees who are deemed not to be "new entrants" as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, retirement is compulsory on reaching 70 years of age. Retirement age set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028. **Compulsory retirement age will be 70.**

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.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Carlow County Council may decide that a number only will be called to interview. In this respect, Carlow County Council may provide for a shortlisting process to select a group for interview.

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.

Panels

Following completion of interviews, two separate panels will be formed (a permanent panel and a temporary panel), the duration of which is at the discretion of the Council. While a panel remains in force, offers of temporary or permanent employment may be made subject to confirmation of qualifications and satisfying clauses in relation to health, character or other requirements of the particular post. Persons to whom an offer of employment is made must take up duty within 1 month from the date of offer, or such extended period as the Council may agree, otherwise, the Council may decide not to appoint them.

References/Documentary Evidence

Each candidate may be required to submit as references the names and addresses of two responsible persons to whom he/she is well known but not related. Candidates may be required to submit documentary evidence to the local authority in support of their application.

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 period of four weeks 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