



NAME OF POSITION: CLERICAL OFFICER

POSITION No: 01/2024

INFORMATION BOOKLET

**CLOSING DATE: MIDNIGHT ON
MONDAY, 22ND JANUARY 2024**

DUBLIN CITY COUNCIL INVITES APPLICATIONS, FROM SUITABLY QUALIFIED PERSONS, WHO WISH TO BE CONSIDERED FOR INCLUSION ON A PANEL FROM WHICH VACANCIES FOR CLERICAL OFFICER MAY BE FILLED.

Dublin is an international capital city and is the economic engine of the region and state. **Dublin City Council** seeks to enhance the city's attraction as a place in which to invest, to work, to live and to visit. Dublin City Council takes the lead role in shaping the strategic vision of the city. It provides a diverse, multilayered and evolving range of services to both citizens and visitors to Dublin, which includes the provision of housing, planning, development, environmental, roads and traffic, leisure and community services. For further information on Dublin City Council please log onto www.dublincity.ie

THE JOB

The **Clerical Officer** is a key support position within the Council, providing a comprehensive general administrative and clerical support to a section or department. The Clerical Officer works as part of a team to meet work goals and objectives and to deliver quality services to internal and external customers. 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 the Clerical Officer requires that employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs. The Clerical Officer is expected to carry out their duties in a manner that enhances public trust and confidence.

THE IDEAL CANDIDATE SHALL

- have an understanding of the City Council's purpose and knowledge of public service organisation in Ireland;
- have previous relevant work experience, preferably in a customer focused environment;
- be able to work with colleagues and the public effectively to achieve a common goal, ensuring standards are adhered to and maintained;
- have good interpersonal and communications skills with the ability to communicate in a clear, concise manner;
- have the ability to take direction/ follow instruction and be flexible in their approach to work by organising and prioritising work effectively
- have an appropriate level of administrative experience and IT skills
- have an ability to work on own initiative, in an independent environment and without constant supervision;
- have an awareness of Health & Safety Legislation and Regulations, the implications for the organisation and the employee, and their application in the workplace.

QUALIFICATIONS

CHARACTER:

Each candidate shall be of good character.

HEALTH:

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

EDUCATION, EXPERIENCE, ETC.:

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

- (a) 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. (At least Grade B in Foundation Level Mathematics and Grade C in Foundation Level Irish may be considered as equivalent to Grade D (or a Pass), in Higher or Ordinary Level, from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme);

or
- (b) have passed an examination of at least equivalent standard;

or
- (c) 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
- (d) have satisfactory relevant experience which encompasses demonstrable equivalent skills.

DUTIES

The duties of the post include, but are not limited to, the following: -

The duties of the **Clerical Officer** shall be such clerical/administrative duties as may be assigned from time to time by Dublin City Council. They shall 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, including:-

- (i) Participating and supporting the work of the assigned section or department to ensure that work programs are delivered in accordance to the operational plans;
- (ii) Communicating and liaising with team members, supervisors, members of the public and others in relation to operational matters in their section or area of work;
- (iii) Preparing reports, correspondence and other documents as necessary;
- (iv) Providing a comprehensive administrative and clerical service as required;
- (v) Ensuring high levels of customer service, responding to queries and requests for information in a professional, courteous and timely manner;
- (vi) Supporting and participating in all change management initiatives within their area of work or the wider organisation;

- (vii) Supporting and assisting team members as required;
- (viii) Participating in corporate activities and responsibilities appropriate to the grade;
- (ix) Complying with Health and Safety legislative requirements, policies and procedures and safe systems of work;
- (x) Deputising for the line manager or equivalent as required;
- (xi) Such other duties as 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 City Council.

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

- (a) The local authorities or bodies for which the Chief Executive 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 referred to in sub-paragraph (a) of this paragraph under the general direction and control of the Chief Executive or of such officers as the Chief Executive may from time to time determine, such appropriate computing, technical, management, administrative, executive, supervisory, advisory and ancillary services 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 and to exercise such powers, functions and duties as may be delegated to them by the Chief Executive from time to time including the duty of servicing all committees that may be established by any such local authority or body. The holder of the post will, if required, act for an officer of a higher level.

SELECTION PROCESS

- Posts of **Clerical Officer** will be filled from this publicly advertised competition. Selection shall be by means of a competition conducted by or on behalf of Dublin City Council.
- Candidates should note that the information provided by them in their application form and assessment questions will form the basis on which eligibility and short listing is conducted.
- Dublin City Council reserves the right to undertake eligibility and / or shortlist candidates in the manner it deems most appropriate.
- A panel may be formed on the basis of interviews. A candidate whose name is on a panel and who satisfies the Council that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may, within the life of the panel, subject to the appropriate Department of Housing, Local Government and Heritage sanction, be appointed as an appropriate vacancy arises.
- The life of the panel shall be for a period of one year from the date of its formation.
- Dublin City Council shall require any person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up appointment within such period, or such longer period as the Council in its absolute discretion may determine, the Council shall not appoint them.

SHORTLISTING

Dublin City Council reserves the right to shortlist candidates, in the manner it deems most appropriate, to proceed to the interview stage of the competition. Shortlisting will be on the basis of information supplied on the application form, in conjunction with the examples given to the Assessment Questions. **It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.** The shortlisting process will provide for the assessment of each applicant's application form against predetermined criteria that reflect the skills and depth of experience considered to be essential for a position at this level.

INTERVIEW

Selection, from shortlisted candidates, shall be by means of a competition based on an interview conducted by Dublin City Council. The interview will be competency based and marks will be awarded under the following skill sets identified for the position of Clerical Officer.

- Customer Focus
- Planning and Organising Work
- Team Work
- Communicating Effectively
- Personal Effectiveness

Please see page 7 of the Candidate Information Booklet for more details.

SALARY

The salary scale for the position of **Clerical Officer** is: -

€27,896, €29,611, €30,035, €30,891, €32,143, €33,397, €34,651, €35,561, €36,594, €37,789, €38,638, €39,825, €41,019, €43,265 (Maximum); €44,860 (1st LSI) (after 3 years satisfactory service on the Maximum).

Entry point to this scale will be determined in accordance with Circulars issued by the Department of Housing, Local Government and Heritage. **In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.**

Rate of remuneration may be adjusted from time to time in line with Government Policy.

Under the Public Service Stability Agreement 2013, the working hours for newly appointed/promoted staff are **35 hours per week**.

All applicants must refer to the Additional Candidate Information Booklet which can be found at <http://bit.ly/DCCVacancies> for additional relevant information pertaining to the salary scale and the recruitment process

PARTICULARS OF POSITION

- (a) The post is permanent, whole time and pensionable.
- (b) Dublin City Council reserves the right to, at any time, assign an employee to any Department now or in the future.
- (c) A period of one year's probation applies where a person is permanently appointed to Dublin City Council. This can be extended at the discretion of the Chief Executive.

CITIZENSHIP

Candidates must, by the date of application 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.

Dublin City Council welcomes all nationalities and ethnic backgrounds to join its diverse workforce and we hereby reserve the sole discretion to vary the above requirements from time to time subject to the business needs and staffing requirements

ADDITIONAL RELEVANT INFORMATION FOR APPLICANTS

- The *National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016* came into effect on 29th April 2016. The Act places a statutory obligation on Dublin City Council to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to, or contact with children or vulnerable persons will be the subject of Garda Vetting.
- Subject to the provisions of the *Freedom of Information Act 2014*, applications will be treated in strict confidence.
- Any attempt by a candidate themselves or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise, to canvass or otherwise influence in the candidate's favour, any employee of the City Council or person nominated by the City Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.
- It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection / interview process e.g. through social media or any other means, may result in a candidate being disqualified from the competition.
- Dublin City Council does not allow the unsanctioned use of any type of recording equipment on its premises. 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.
- An applicant who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment offer or dismissal.
- A candidate who does not attend for interview when and where required by the City Council, or who does not, when requested, furnish such evidence as the City Council requires in regard to any matter relevant to their candidature, will have no further claim to consideration.
- The City Council will not be responsible for any expenses candidates may incur in connection with their candidature.

CLOSING DATE

All applications must be made through Dublin City Council's official Digital Recruitment Platform.
For any queries please contact hrqueries@dublincity.ie

Applications must be submitted before **Midnight on Monday, 22nd January 2024.**

**SENIOR EXECUTIVE OFFICER
HUMAN RESOURCES DEPARTMENT**

Dated this _____

This document is also available in Large Print, High Contrast Print and Braille on request.

CLERICAL OFFICER 2024 – COMPETENCY FRAMEWORK

A new Competency Framework Model has been developed for the Clerical Officer role. The key competencies for the Clerical Officer are as follows:

Customer Focus	<ul style="list-style-type: none"> • Takes pride in the quality of service delivered and seeks to improve it. • Relates well to others and maintains positive working relationships. • Represents the organisation positively and professionally when dealing with members of the public and other stakeholders.
Planning and Organising Work	<ul style="list-style-type: none"> • Delivers a high standard of service in line with work plans and schedules. • Manages time and workload effectively. • Takes initiative when he or she sees the opportunity to make a contribution.
Team Work	<ul style="list-style-type: none"> • Works as part of a team to ensure delivery of plans and schedules. • Have a strong team ethic of co-operation and mutual support. • Show respect for colleagues and co-workers
Communicating Effectively	<ul style="list-style-type: none"> • Have effective written and verbal skills. • Is respectful, courteous and professional and remains composed, even in challenging situations • Actively listens and tries to understand needs and perspectives of others
Personal Effectiveness	<ul style="list-style-type: none"> • Be open to taking on new challenges or responsibilities. • Be positively motivated to deliver a quality service. • Adopt a positive and constructive approach to work. • Brings enthusiasm and commitment to their role.