

INFORMATION GUIDE TEMPORARY CLERICAL OFFICER (GRADE III) PANEL POST REFERENCE 136/21

Longford and Westmeath Education and Training Board is holding a competition for a Temporary Clerical Officer (Grade III) panel in Athlone Training Centre. This panel may remain in place for vacancies that may arise until 30th April 2022. Candidates must have the requisite knowledge, skills and competences to carry out the role and be capable and competent of fulfilling the role to a high standard.

Competencies required

The appointee to the Clerical Officer (Grade III) post will be required to show evidence of the following competencies. Please give specific examples in bullet points from your career to date how and where you have displayed each of these competencies (no more than 150-200 words per competency) on your application form.

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 and 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
- Capacity to work within core functions of LWETB to include HR, Payroll, Corporate Services and Finance.

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.

Terms and Conditions

Initial Base: Athlone Training Centre, Garrycastle, Athlone, Co. Westmeath., The successful candidate(s) will be initially assigned to the above location. However, LWETB reserves the right to assign you to any other location as the service demands require.

Salary: starting point is €24,602

For persons entering a recruitment grade for the first time, starting pay will be at the minimum of the new incremental scale. Please note this is not negotiable.

An incremental salary scale applies thereafter as per C/L 0063/2020. Previous public sector experience in the same grade may be eligible for incremental credit. This will be determined upon appointment. The rate of remuneration may be adjusted from time to time in line with Government pay policy

Hours per week: 37

Eligibility Criteria

Candidates must:

- 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 obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent **or** have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise;
- be at least 17 years of age on or before the date of advertisement of the recruitment competition.

Citizenship Requirement

Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non- EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

Please note you must advise LWETB if a work permit is required by you before commencing employment with LWETB. This requirement should be notified to LWETB as soon as possible.

Health & Character

Those under consideration for a position will be required to complete a health and character declaration and a Garda Vetting form. References may be sought. Some posts may require special security clearance. In the event of potential conflicts of interest, candidates may not be considered for certain posts

Application and selection process:

- Candidates should read the notes, information guide and any supporting documentation on www.etbvacancies.ie carefully in order to assist in completing the application form.
- Completed application forms should be submitted online via www.etbvacancies.ie not later than **13.00 hours on Monday 11th October 2021.**
- Please note by submitting online an automatic message will be issued to your Etbvacancies message box to confirm receipt of your application. This should not be taken as confirmation that the submission is a valid application. **If you do not receive a confirmation message via your portal within two days of submitting AND prior to the closing date, please email recruitment@lwetb.ie**
- Provisional date for interviews is week commencing 25th October 2021.
- Please note that candidates are advised to apply to this role well in advance of the closing date and time to ensure their application is received before the closing date and time.
- **No late applications will be accepted.**
- Interviews may take place via video conference due to current restrictions as a result of COVID-19 pandemic. Candidates that are selected for interview will be supplied with guidelines in this regard.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications will not be considered.
- Please be advised to adhere to any word counts specified.
- Shortlisting will apply.
- Selection will be by way of competency based interview.
- Canvassing by or on behalf of the applicant will disqualify.
- All enquiries regarding your application should be made to recruitment@lwetb.ie. The post reference must be used in the subject line of the email.
- Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after an appointment, in summary dismissal.
- If successful at interview, referees may be contacted directly by LWETB at its convenience and without further notice to candidates.
- Longford and Westmeath ETB is an equal opportunities employer.
- Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by LWETB.
- LWETB is registered as a Data Controller. Data will be processed in accordance with the ETB's Data Protection Policy and retained in accordance with the records' retention schedule therein. The personal data supplied on this application form and supplementary documents are required for the purposes of recruitment (including shortlisting and interviewing), assessment of qualifications, general administration, and

to fulfil our other legal obligations, including the election of staff representatives to the ETB under the Education and Training Boards Act 2013. While the information provided will generally be treated as confidential to LWETB, from time to time it may be necessary for us to exchange personal data on a confidential basis with other bodies including the Department of Education and Skills, the Department of Social Protection, Gardaí, the CSO, the Teaching Council, Revenue, other statutory bodies, or with former or subsequent employers. Should you wish to update or access your personal data you should write to the CE.

**Ms. Liz Lavery, Chief Executive
Longford and Westmeath ETB**

