

Information Guide
Temporary Clerical Officer (Grade III)
(Post Reference 132/18)

Longford and Westmeath Education and Training Board is now holding a competition to create a panel for temporary vacancies that may arise at Clerical Officer (Grade III) between 1st November, 2018 and 31st August, 2019. Candidates must have the requisite knowledge, skills and competencies to carry out the role and be capable and competent of fulfilling the role to a high standard.

Competencies required

The appointee to the Grade III Clerical Officer post will be required to show evidence of the following competencies:

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 their 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

Base: LWETB Head Office, Marlinstown Business Park, Mullingar, Co. Westmeath. There may be a small number of vacancies in other locations (e.g. Athlone or Schools/ Centres). The successful candidates will be initially assigned in the above location. However, LWETB reserves the right to assign you to any other location as the service demands require.

Salary: €23,122 to €38,723. For persons entering a recruitment grade for the first time, starting pay will be at the minimum of the new reduced scale. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Hours per week: 37

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.

Requirements and Eligibility Criteria

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.

Health & Character

Those under consideration for a position may at the discretion of the employer be required to complete a health and character declaration and a Garda Vetting form. References will 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

- Completed application forms should be submitted on to www.etbvacancies.ie by **13:00 hours on Tuesday 23rd October, 2018**.
- Provisional date for interviews are week commencing: **Monday 29th October, 2018**
- Candidates should read the guide on how to complete the application process supplied on www.etbvacancies.ie
- Your application will be assessed on the information you submit on etbvacancies. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications will not be considered.
- Shortlisting may apply.
- Canvassing by or on behalf of the applicant will disqualify.
- No late applications will be accepted.
- All enquiries regarding your application should be made to recruitment@lwetb.ie using the post reference in the subject line of the email.
- If successful at interview referees will be contacted directly by LWETB at its convenience and without further notice to candidates.
- 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.

- 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.

Dr. Christy Duffy
Chief Executive LWETB