

INFORMATION GUIDE

Clerical Officer (Grade III) Panel (Permanent)

Post KWCO/24/17/APR24 Initial Location: KWETB Sub Office, Wicklow Town, Co. Wicklow

Kildare and Wicklow Education and Training Board invites applications from suitably qualified candidates for the above full-time permanent panel for vacancies which may arise up to May 2025.

The responsibilities of the post are to:

- General clerical work e.g. filing, photocopying, answering/making telephone calls, dealing with emails, reception desk duties, etc. under the supervision of a designated manager;
- Supporting line-managers and colleagues;
- Working as part of a team in delivering services;
- Communicating and dealing with the public/customers e.g. responding to queries and providing information face-to-face, by telephone or via email;
- Providing the highest quality standards in customer service;
- Using Information Technology on a daily basis, e.g. word processing, spreadsheets, database, email and internet;
- Using local management information 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, even when conducting routine/repetitive work.
- Any other duties deemed appropriate to the role.

The above list is a guide to the general range of duties in the post. It is not intended to be either definitive or restrictive and will be subject to periodic review.

Requirements and Eligibility for the post:

Candidates must:

- have the requisite knowledge, skills and competencies to carry out the role. Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service;
- 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.

Desirable requirements:

- Excellent working knowledge of Microsoft Office
- Excellent organisational, communication and interpersonal skills
- Have excellent secretarial and administrative skills and telephone manner
- Have relevant clerical/administrative experience
- Relevant qualification and/or significant experience in ICT

Eligibility:

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 the position will be required to complete a health declaration and a Garda Vetting form. References will be sought.

Annual Salary

New Entrant (from 01.01.2024)

€29,021, €30,736, €31,158, €32,016, €33,266, €34,520, €35,777, €36,686, €37,719, €38,914, €39,764, €40,950, €42,144, €44,391, €44,391, €45,986

Starting Salary

Candidates should note that the starting salary will be at the minimum of the appropriate pay-scale and will not be subject to negotiation. Different remuneration and conditions may apply, if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant Annual Leave:

Annual Leave

22 days per annum

Probation: The appointee will be on probation for a period of 6 months.

Competencies

The person appointed to the above 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

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. Writes using correct grammar and spelling and draws reasonable conclusions from written instructions
- Identifies and demonstrates initiative and flexibility in ensuring work is delivered and appreciates the urgency and importance of different tasks
- 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. using relevant technologies, IT systems, spreadsheets, Microsoft Office
- Clearly understands the role, objectives and targets and how they fit into the work of Training Services.
- Is committed to self-development and continuously seeks to improve personal performance

Drive and 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

Creation of Panel

A panel of qualified candidates ranked in order of merit will be formed as a result of the selection process.

Candidates who obtain a place on the panel and who fulfil the conditions of the selection process may, within the life of the panel, be considered for subsequent approved permanent vacancies.

Important Notice:

The foregoing represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Application and selection process

Apply online by **12 noon on Tuesday 7th May, 2024.**

Canvassing by or on behalf of the applicant will disqualify.
Shortlisting may apply. Dr. Deirdre Keyes, Chief Executive

KWETB is an equal opportunities employer.

Recruitment to posts within KWETB is on the basis of qualifications and the ability to carry out the responsibilities of the grade or post.