



INFORMATION GUIDE

Assistant Staff Officer (Grade 4) Panels – CONFINED COMPETITION

PERMANENT AND TEMPORARY FULL/PART TIME POSTS

POST KWASO/25/03	To be filled by CONFINED Competition Initial location: Head Office, Naas, Co. Kildare.
POST KW ASO/25/04	To be filled by CONFINED Competition Initial location: Sub Office, Wicklow Town, Co. Wicklow

Panels will be established from which future permanent and fixed term vacancies occurring in the following 12 months will be filled.

Job Title:	Assistant Staff Officer (Grade 4)
Hours per week:	35 hours per week Monday to Friday
Reporting to:	Assistant Principal Officer/Administrative Officer/Senior Staff Officer/Staff Officer or other deputed Officer

Nature of Position: Permanent or Temporary – full/part time

Initial Work Location: Initial assignment will vary and may be to any KWETB office is subject to change in line with the requirements of the service. The post holder could be moved to another area of the organisation as required.

Duties and Responsibilities:

Assistant Staff Officers deliver a range of services to the public and internally within Kildare and Wicklow ETB. Assistant Staff Officers are responsible for a range of tasks including:

- Responsibility under the general direction of team leader, ensuring that work undertaken or information being given is accurate and in compliance with Legislation, Circular Letters, best practice guidelines and Internal Procedures
- Providing a professional and friendly approach in dealings with all learners, staff and management
- Assisting with the preparation of various documents such as memos, letters, reports, minutes, agendas and project files
- Assisting in the preparation and timely submission of required reports
- Maintaining an efficient and effective data management system to ensure any and all data, records or information required by all interested parties including Internal and External Audit is readily available



- Responsibility for the supervision of projects relating to the work of the Section and any other duties as directed by the Relevant Head of Department/Team Leader
- Assisting in the development of improved working practices in order to achieve improved service delivery
- Contributing to the development and implementation of appropriate Management Information Systems
- Promoting, valuing and supporting teamwork within the Department while maintaining a strong focus on self-development, seeking feedback, coaching and creating opportunities for self-development
- Undertaking relevant training and development activities and respond positively to new and alternative systems
- Contributing to the ongoing development and implementation of Strategic initiatives across KWETB
- Researching issues thoroughly, consult appropriately to gather all information needed on an issue
- Complying with Health and Safety regulations
- Carry out any other duties appropriate to the grade which may be assigned from time to time.

Requirements and Eligibility for Recruitment from CONFINED COMPETITION for posts KWASO/25/03 (Kildare) and KWASO/25/04 (Wicklow):

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;
- have at least two years* in a Grade III post, or equivalent, or higher, in the Education and Training Sector. For the purposes of filling vacancies in Grades IV, V, VI and VII in ETBs only, at least two years' service in an ETB Caretaker Grade will also be considered valid. * The two years must be completed by the closing date for this competition.
- have successfully completed their probation period, or have successfully completed a probation period at a lower eligible grade.



Desirable skills:

- Staff supervisory skills
- Good knowledge of work management
- Initiative
- Ability to process work with a high level of attention to detail
- Good knowledge of record keeping
- Ability to interpret policy
- Decision making skills
- Good interpersonal and communication skills
- Highly developed secretarial skills.

Other Desirable:

- Irish language skills – both written and oral

Competences:

The appointee to the Grade 4 Assistant Staff Officer post will be required to show evidence of the following competences:

People management

- Leads others, monitoring performance and trying to get the best out of people
- Allocates work fairly and appropriately and ensures that everybody does their fair share
- Addresses any performance issues in a timely, appropriate and constructive manner
- Involves others in decisions that affect them, allocating work fairly and appropriately
- Demonstrates trust in others to deal with important tasks and acknowledges a job well done
- Helps team members to identify their own and their team's learning and development needs in line with objectives
- Helps build effective relationships and resolve disagreements between team members
- Acts as an effective link between staff and other managers

Information Management and decision making

- Follows procedures and ensures they are implemented in own area, understanding the rationale behind them
- Reviews completed work regularly and acts on learning points
- Evaluates current work practices to identify changes that could be made to improve efficiencies
- Can work effectively on a number of tasks at the same time



- Is comfortable working with and manipulating a range of data, e.g. numerical, written etc.
- Makes sound appropriate decisions in a confident manner and can justify and stand by them

Delivery of results

- Delivers results on time and to a high standard
- Takes responsibility for own work and the work of the team
- Plans and prioritises the work schedule, ensuring the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands
- Evaluates the current work practices to identify changes that could be made to help them run more effectively
- Maintains accurate records and monitors work, ensuring any errors are identified and rectified
- Appreciates the need to delegate work appropriately rather than doing everything oneself

Interpersonal and communication skills

- Shows respect, tact and maintains composure when dealing with customers or staff members
- Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite
- Listens to others and invites feedback, dealing with information in a constructive way
- Influences others by actively listening and clearly expressing their position
- Produces written letters/reports in a clear and concise manner

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, relevant policies etc.
- Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation and communicates this to the team
- Leads by example, being committed to self development and enhancing the knowledge and skills required to improve performance

Drive and commitment to public service values

- Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles
- Serves the Government and people of Ireland
- Can work independently without excessive guidance or support



- Demonstrates resilience in the face of significant demands and challenges
- Ensures that the customer is at the heart of all services provided
- Is personally honest and trustworthy
- Acts with integrity and supports this in others

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. References will be sought. Garda Vetting may be required.

Salary (01/10/2024):

€37,217, €39,355, €41,316, €43,035, €44,695, €46,938, €48,559, €50,207, 1st Long Service Increment: €51,733, 2nd Long Service Increment: €53,301

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.

Application process

Fully completed official application form should be submitted via email to jobapplications@kwetb.ie no later than **12 noon on Monday, 13th January 2025**.

Note

It is the responsibility of the candidate to ensure that the application form is received at the stated email address before the stated deadline. It is recommended applicants request a delivery receipt when sending their application. Any technical difficulties encountered by the sender when submitting an application are not the responsibility of the KWETB.

- Late applications will not be accepted.
- Applications will not be accepted by fax.
- Short listing may apply.
- Canvassing by or on behalf of the candidate will automatically disqualify.

Dr. Deirdre Keyes, Chief Executive