BORD OIDEACHAIS AGUS OILIÚNA
CHILL DARA AGUS CHILL MHANTÁIN
KILDARE AND WICKLOW
EDUCATION AND TRAINING BOARD

INFORMATION GUIDE

Kildare and Wicklow Education and Training Board invites applications to form an Assistant Staff Officer (Grade IV) panel. The purpose of this recruitment campaign is to form a panel from Confined[1] and Open competition, from which full time and part time, permanent and fixed term/purpose contract posts may be filled.

Assistant Staff Officer (Grade IV) Panel
KWNT14926

Initial Location: KWETB Administrative Offices Naas, Co. Kildare / Wicklow Town, Co. Wicklow

Shortlisting may be applied based on candidates' experience, qualifications and a selection of the required competencies. This process may be conducted in stages over a period of up to 24 months. Interview panels established as a result of this process will remain active for a minimum duration of 24 months.

Please note 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

[1] Confined: The Education and Training Sector Candidate Pool is the pool of eligible applicants that may apply for administrative posts within the Education and Training Sector, which comprises of serving staff in Education and Training Boards (ETBs) and Technological Universities (formerly Institutes of Technology).

- 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.

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.

Terms and Conditions

Hours per week: 35 (full-time), Part-time hours will vary

Salary: Starting point on scale is Point 1

Applicants should note that the starting salary will be at the minimum of the appropriate pay-scale and will not be subject to negotiation. An incremental salary scale applies thereafter. Previous public sector experience in the same grade may be eligible for incremental credit. This will be determined upon appointment.

Annual Leave: 23 days per annum (full-time)
Probation: The appointee will be on probation for a period of one year (permanent posts), temporary probation periods will vary.

Requirements and Eligibility for the Post

Confined Competition
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;
- have successfully completed their probation period, or have successfully completed a probation period at a lower eligible grade.
- Oral Irish – It may be a requirement of the post that the candidate possesses a competency in Oral Irish, to the satisfaction of the Chief Executive of the ETB / to the satisfaction of the IOT. Where there is a requirement for competency in Oral Irish in respect of a post it will be specified in the advertisement for that post.

Open Competition
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;
- Oral Irish – It may be a requirement of the post that the candidate possesses a competency in Oral Irish, to the satisfaction of the Chief Executive of the ETB / to the satisfaction of the IOT. Where there is a requirement for competency in Oral Irish in respect of a post it will be specified in the advertisement for that post.

Desirable requirements:

- 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
- Excellent interpersonal and communication skills
- Highly developed secretarial skills.

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.

Competences
The person appointed to the above 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, ensuing 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

Application and selection process

Fully completed official application form should be submitted via email to jobapplications@kwetb.ie no later than 12 noon on **Monday, 14th December 2026**.

Canvassing by or on behalf of the applicant will disqualify.

Shortlisting may apply.

Dr. Deirdre Keyes, Chief Executive

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.

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.

Reasonable Accommodation Statement

Kildare and Wicklow Education and Training Board (KWETB) is committed to fostering an inclusive and supportive environment for all applicants, learners, and staff. We welcome and encourage applications from individuals of all backgrounds and abilities. We actively support the development and employment of people with disabilities and promote diversity and inclusion throughout the organisation. In line with the Employment Equality Acts 1998–2015, we are committed to ensuring that candidates with disabilities are treated fairly, have the opportunity to perform at their best and that all recruitment processes are based on merit. We provide positive support to candidates who disclose a disability and ensure that requests for reasonable accommodations are assessed through a collaborative, transparent, and consistently applied process. Reasonable accommodations are adjustments or supports that help remove barriers for individuals with disabilities, without imposing a disproportionate burden on an organisation. Examples of reasonable accommodations may include:

- Providing accessible interview locations or online interview options
- Supplying materials in alternative formats (e.g. large print, Braille, or digital)
- Allowing additional time for interviews, assessments, or tests
- Modifying workspaces for accessibility
- Adjusting work schedules or offering remote working options
- Providing assistive technology or software
- Arranging for an Irish sign language interpreter or personal assistant during interviews or training

For more information or to request a reasonable accommodation, please contact niamhtormey@kwetb.ie to arrange a confidential conversation with a member of our team. All requests will be handled with sensitivity and confidentiality.