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

INFORMATION GUIDE

Confined competition from the Education and Training Sector Candidate Pool, which comprises of serving staff in Education and Training Boards (ETBs) and Technological Universities (formerly Institutes of Technology) for the filling of:

Staff Officer (Grade V) Panel

KWETB is seeking applications from suitably qualified candidates for the position of Staff Officer. It is proposed to form a panel of qualified candidates from which Temporary and Permanent vacancies will be filled during the lifetime of the panel. The panel will be live for a minimum of 12 months, however may be extended at the discretion of the Chief Executive.

Initial Location: Human Resources Department, Church Street, Wicklow Town, Co. Wicklow
Initial duties: HR Payroll

Job Description:
In conjunction with the Human Resources Management Team the Staff Officer may have responsibility, under general direction, for a large section or area of the Human Resources Department work. The Staff Officer will have responsibility for staff management, project management and data management.

Hours of Work: 35 hours per week – Monday to Friday

Tasks/Duties and Responsibilities:
The HR Staff Officer, reporting to the HR Manager, Administrative Officer or Senior Staff Officer, will have responsibility, under general direction, for a large section or area of the HR Department. The successful applicant may have a large, multi-level staff and will take responsibility for decision making in the section or area.

Main areas of responsibility:
Administration of Payroll

- Assist in the management of the day-to-day operations of the HR Payroll department by managing key processes within their remit.
- Ensure the HR administrative services provided are appropriate to the needs of the ETB and are implemented/delivered to a high standard.
- Act as payroll processor and CoreHR System supervisor/approver.
- Assist with implementation of provisions set out in National Agreements.
- Prepare reports and statistics as required from time to time.
- Provide guidance and training to staff in the HR department.
- Provide and promote service excellence and foster effective teamwork and business relationships.

- Undertake quality assurance checks on all aspects of the work and ensure compliance with ETB policies, procedures and protocols.
- Assist the HR team with the development and maintenance of HR policies and processes
- Carry out any other duties appropriate to the grade which may be assigned from time to time.
- Participate as a full member of the Human Resources Team by supporting different work projects, as required, from time to time.
- Support HR strategy

The list is not exhaustive, and may from time to time be determined by the regulations of the Department of Education and Youth.

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;
- 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 grade.

Desirable Requirements:

- At least two years supervisory experience
- Knowledge of relevant payroll policies and procedures
- Experience of public sector administration and ability to interpret & convey policy
- Experience of processing incremental credit applications
- Good level of experience or knowledge of the designated area of work, or capable of developing same
- Well-developed decision-making abilities
- Ability to process work with a high level of attention to detail
- Good interpersonal & communication skills

- Good research & report preparation skills
- Qualification in Payroll, Human Resources, Management or related discipline

Competencies required
The appointee to the Staff Officer (Grade V) post will be required to show evidence of the following competencies:

People Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet it's objectives

Analysis and Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
- Identifies and understands key issues and trends
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results

- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Interpersonal and Communication Skills

- Modifies communication approach to suit the needs of a situation/ audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

Specialist Knowledge, Expertise and Self Development

- Displays high levels of skills/ expertise in own area and provides guidance to colleagues
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team

Drive & Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level
- Demonstrates flexibility and openness to change
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/team work
- Is personally honest and trustworthy
- Acts with integrity and encourages this in others

Application 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.**

Please note the following

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

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

Any technical difficulties encountered by the sender when submitting an application are not the responsibility of the KWETB.

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.

Dr. Deirdre Keyes, Chief Executive
Kildare and Wicklow Education and Training Board, Chestnut House, Millennium Park, Naas, Co. Kildare.