



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

BRIEFING DOCUMENT, APPLICATION & SELECTION PROCESS

Clerical Officer

The Position

Limerick City and County Council invites applications from suitably qualified persons, who wish to be considered for inclusion on a panel from which temporary and permanent vacancies for **Clerical Officer** may be filled throughout the lifetime of the panel.

Clerical Officers make a valuable contribution to the provision of the Local Authority's services. The Clerical Officer will work as part of a multidisciplinary team, assisting with the implementation of work programmes to achieve goals, targets and standards set out in the Corporate Plan and Annual Service Delivery Plans. They will also be required to operate the Local Authority's existing and future IT Systems as part of their work.

As part of the Local Authority's commitment to providing quality services to citizens, the Clerical Officer will assist in delivering a wide range of services across the organisation. Clerical Officers provide a point of contact for customers to carry out their business and access information about the Council's services.

The duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The work of a Clerical Officer requires that the employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs.

Key Duties:

The Clerical Officer is the entry-level administrative grade in Local Authorities in the country. The following is a non-exhaustive list of key duties and responsibilities which may be assigned to a Clerical Officer:

- To participate in and support the work of the section or department to ensure that work programs are delivered in accordance to the operational plans.

- To communicate and liaise with team members, supervisors, members of the public and others in relation to operational matters in their section or area of work.
- To prepare reports, correspondence and other documents as necessary.
- To provide a comprehensive administrative and clerical service as required.
- Taking minutes of meetings.
- To ensure high levels of customer services, responding to queries and requests for information in a professional courteous and timely manner.
- To support and participate in all change management initiatives within their area of work or the wider organisation.
- To support and assist team members as required.
- To participate in corporate activities and responsibilities appropriate to the grade.
- To be in compliance with Health and Safety legislative requirements, policies and procedures and safe systems of work.
- To deputise for the line manager or equivalent as required.
- To undertake any other duties of a similar level and responsibility, as may be required, or assigned, from time to time.
- Any other duties as deemed appropriate.

The Person

1. Character

Candidates shall be of good character

2. Health

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. Education, Experience, etc.

Candidates shall on the latest date for receipt of applications;

(i) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme,

or

(ii) have passed an examination of at least equivalent standard,

or

(iii) have had at least two year's previous service in a permanent and pensionable office of Clerical Officer, Clerk/Typist (Clerical Duties), Clerk Typist (Typing and Clerical Duties) or Clerk/Typist under a local authority, or health board in the State.

or

(iv) have satisfactory relevant experience which encompasses demonstrable equivalent skills.

* Non Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document.

It is desirable that candidates will demonstrate through their application form and at the interview the following:

- Knowledge and understanding of the functions of a local authority.
- Understanding of the role of a Clerical Officer.
- Relevant administrative experience and clerical skills.
- Strong customer service ethos.
- Experience of working as part of a team.
- Knowledge and experience of operating ICT systems.
- Hold a full driving licence, Category "B", free from endorsement and provide their own motor vehicle for use in carrying out their duties and their motor insurance policy must indemnify the Council.

Terms and Conditions

1. The Post:

Subject to the availability of suitably qualified candidates a panel will be formed for an initial period of one year and this may be extended for a further year at the discretion of the Chief Executive. The panel may be used by Limerick City and County Council to fill permanent and temporary positions that may arise for its duration. Vacancies will be offered in order of merit as per the panel.

2. Annual Leave

The successful candidate will have 27 days annual leave.

3. Salary:

Salary scale: **€27,146 - €44,110** per annum, inclusive of LSIs. Payment of increments is dependent on satisfactory performance.

Entry point of this scale will be determined in accordance with Circulars issued by the Department of Housing, Local Government & Heritage.

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point (currently **€27,146**).

4. Location:

Limerick City and County Council reserves the right to assign the successful candidate to any department or premises in use by the Council, now or in the future.

Changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to travel to and from work at their own expense.

5. Hours of Work

The working hours at present provide for a five day, thirty five hours working week, hours may vary from time to time.

The working hours may be reviewed at any time by the Council. The post may require flexibility in working outside of normal hours, including at weekends, as necessary. No additional remuneration will be paid in respect of such activities.

The provisions of Limerick City and County Council's Time and Attendance Policy is applicable to this grade at the current time.

6. Sick Leave:

The terms of the Public Service Sick Pay Scheme will prevail.

7. Superannuation:

The Local Government Superannuation Scheme applies.

8. Travel:

Holders of the post should hold a full driving licence for class B vehicles and shall be required drive a motor car in the course of their duties and for this purpose, provide and maintain a car to the satisfaction of the local authority. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Local Authority Travel and Subsistence Policy.

Limerick City and County Council, as employer, must be indemnified on your insurance policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

9. Residence:

The holder of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

10. Safety and Welfare:

The holder of the post shall co-operate with the terms of Limerick City and County Council's Safety Statement and Major Emergency Plan. The successful candidate shall make themselves aware of the safety rules and procedures and make proper use of all safety, clothing and equipment.

11. Training:

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

12. Taking Up Appointment:

The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks and if they fail to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

13. Garda Vetting :

The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29th April 2016. The Act places a statutory obligation on Limerick City and County Council to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to or contact with children or vulnerable persons will be subject of Garda Vetting'.

14. Probation:

Where a person who is not already a permanent employee of a local authority is appointed, the following provisions shall apply:

- (a) There shall be a period after such appointments take effect, during which such person shall hold such post on probation.
- (b) Such period shall be set by the Chief Executive and this period may be extended at their discretion.
- (c) Such person shall cease to hold the post at the end of the period of probation, unless during such period, the Manager has certified that the service of such person is satisfactory.

15. Citizenship:

Candidates must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa

16. References:

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Limerick City and County Council reserves the right to seek references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

17. General Data Protection Regulation:

Basis for Processing your Personal Information

The basis for processing your personal data is to progress your application for the position you have applied for with Limerick City and County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

If you do not furnish the personal data requested, Limerick City and County Council will not be able to progress your application form for the competition for which you are applying.

18. Pre-Employment Medical:

Prior to appointment the candidate will be required to complete a Health Declaration and may be required to undergo a medical examination by a qualified medical practitioner nominated by the Council. Where for any reason the cost of the medical examination is borne by the applicant it shall be refunded on appointment subject to statutory tax and statutory deductions.

19. Canvassing:

Any attempt by a candidate or by any person(s) acting at their instigation, directly or indirectly by means of written communication or otherwise, to canvas or otherwise influence in the candidate's favour, any member of the staff of the Council, or person nominated by the Council to interview or examine applicants will automatically disqualify the candidate for the position they are seeking.

Application Process:

Completed application forms must be **e-mailed** to recruitment@limerick.ie **no later than Monday, 26th June 2023.**

An official application form must be completed in full by the closing date for the competition. Please note that amendments to the application form will not be accepted after the closing date. CV's will not be accepted in lieu of an application form.

Please send your application from an e-mail address that you will review regularly as communication during the assessment/selection period will only be through that e-mail address. Please also ensure that you regularly review your spam/junk email folder as occasionally your email service provider may direct emails to that folder.

Selection Process:

Candidates will initially be assessed to ensure that they have the minimum requirements for the position.

Candidates will then be assessed on the basis of the information contained in their application form to determine, having regard to the requirements of the position and the number who have applied, if they should be called for interview. Short-listing may apply.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Limerick City and County Council is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position. Prior to a candidate being appointed, Limerick City and County Council will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Shortlisting:

While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Limerick City and County Council may decide that a number only will be invited to same.

In this respect, Limerick City and County Council provides for the employment of a short listing process to select a group for interview who, based on an examination of the application forms by an expert board, appear to be the most suitable for the position.

An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience.

It is therefore in your own interest to provide a detailed and accurate account of your **relevant qualifications/ experience** on the application form.

NOTE- As part of the shortlisting process, achieving 50% in each competency will not guarantee that a candidate is called for interview. Due to the number of applicants, only a proportion of those achieving 50% in each competency may be called for interview, based on the marked awarded in the shortlisting process. Further qualified candidates may be called at a later stage at the discretion of Limerick City and County Council.

Competitive Interview:

Selection will be by means of a competition based on an interview conducted by or on behalf of the local authority. This interview may be in person or online, this is at the discretion of the Local Authority.

A panel may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate permanent and temporary vacancies arise.

Interview:

Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency:

Competency Indicators

Team Work (200 Marks)	<ul style="list-style-type: none">• Work as part of a team to ensure delivery of plans and schedules.• Have a strong team ethic of co-operation and mutual support.• Demonstrate dignity and respect for colleagues.• Exercise the ability to compromise and be adaptable.
Personal Effectiveness (200 Marks)	<ul style="list-style-type: none">• Collaborate with others to achieve common goals.• Demonstrate knowledge and understanding about the local authority and the services it provides.• Has experience and knowledge of operating ICT systems.• Be open to taking on new challenges or responsibilities.• Be positively motivated to deliver a quality service.• Adopt a positive and constructive approach to work.• Bring enthusiasm and commitment to their role.
Customer Focus (200 Marks)	<ul style="list-style-type: none">• Take pride in the quality of service delivered and seeks to improve it.• Demonstrate positive customer service attitude• Relate well to others and maintains positive working relationships.• Represent the organisation positively and professionally when dealing with members of the public and other stakeholders.
Planning and Organising work (200 Marks)	<ul style="list-style-type: none">• Deliver a high standard of service in line with work plans and schedules.• Manage time and workload effectively.• Actively listens and communicates clearly.• Effective written and verbal skills.• Take initiative when he or she sees the opportunity to make a contribution.

Candidates at interview must achieve a minimum 50% of the total marks available in each of the competencies to qualify for inclusion on a panel.

Limerick City and County Council is an Equal Opportunities Employer.

JUNE 2023.