

INFORMATION GUIDE

Clerical Officer (Grade III) Panel:

Post CO/21/04/July21: Initial Location: KWETB Training Services Office , Naas, Co.Kildare

Kildare and Wicklow Education and Training Board invites applications to form a Clerical Officer Grade III panel. The purpose of this recruitment campaign is to form panel from which full time, permanent and fixed term contract posts may be filled.

Initial appointment will be to KWETB Training Office in Naas, Co. Kildare. Please note the post holder could be moved to another area of the organisation as required.

Hours per week: 37 Monday - Friday

Duties:

The responsibilities for the post are to:

- Provide reception, secretarial and administrative assistance within the Training Services Section.
- Provide a professional and friendly approach in dealings with all learners, staff and management.
- Implement and maintain agreed administrative procedures.
- Develop and maintain up-to-date paper-based and computer-based systems in respect of learners/service in a confidential manner.
- Maintain financial records as appropriate e.g. petty cash, monthly accounts, invoices, grants, and learner payments.
- Undertake day to day running of office including: ordering stationery and stock; processing receipt of goods and invoices; organising maintenance and repair of office equipment as required.
- Assist in the preparation and completion of returns to the ETB, Department of Education and Skills, SOLAS and other appropriate bodies in line with ETB guidelines.
- Prepare timely reports, returns and other documentation as required.
- Assist with the preparation of various documents such as memos, letters, reports, minutes, agendas and project files.
- Access information from a range of sources and distribute as directed.
- Establish recording systems and information databases as appropriate to the needs of the service.
- Contribute to and assist with the organisation of events, marketing activities and promotional materials under the direction of the Manager or other designated staff.

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- Input and maintain learner records and manage the filing system for the Training Services Section.
- Comply with Health and Safety regulations.
- Undertake any other duties relevant to the provision of effective and efficient secretarial and administrative support within the Training Services Section.
- Perform any other duties that may be assigned from time to time in line with the needs of the service.

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.

Salary :

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Post 2011 entrant:

€24,586 €26,195 € 26,604 €27,401 €28,577 €29,751 €30,925 €31,781 €32,747
€33,873 €34,665 €35,779 €36,885 €38,612 LSI 1 €39,970 LSI 2 €40,592

Pre 2011 entrant:

€27,401 €28,577 €29,751 € 30,925 € 31,781 € 32,747 € 33,873 €34,665 € 35,779
€36,885 €38,612 € 39,970 € 40,592 € 41,433

Starting Salary

Candidates should note that the starting salary will be at the minimum of the appropriate payscale 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.

Note: A statement of service is required to verify service.

Annual Leave: 22 days per annum

Competences

The person appointed to the above post will be required to show evidence of the following competences:

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

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- 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 the unit
- 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

Application and selection process

Apply online by 12 noon on Tuesday 27th July 2021.

Canvassing by or on behalf of the applicant will disqualify.

Shortlisting may apply.

Dr. Deirdre Keyes, Chief Executive