

JOB DESCRIPTION

JOB TITLE: *Clerical Officer*

GRADE: *III*

REPORTING TO: *Administration Officer*

SECTION: *Finance Unit*

FUNCTION OF JOB:

To provide administrative services to the Unit in the maintenance of key Sub-Systems operated within the area of Finance.

To efficiently and professionally respond to queries and liaise with other DDLETB Units and ETB stakeholders.

DUTIES/RESPONSIBILITIES

(Specify Key Tasks and continue on separate page, if necessary)

- To administer and undertake data entry; to maintain the Sub-Systems which are under the control of the Unit e.g. Learner and Apprenticeship Payroll, Receipts, Creditors & other Payments e.g. Grants;
- To undertake Monthend and Yearend Processes of the General Ledger e.g. reconciliation of Control Accounts, Variance Analysis, Journal entry;
- To help compile expenditure and statistical information / reports and distribute as required;
- To provide a high level of administrative assistance to Management and the Administration Officers;
- To help ensure all Procedures related to the work within the unit are carried out to DDLETB and Audit Standards;
- To assist in the raising of awareness with regards to good practices / governance, compliance and risk management;
- To maintain a quality Customer Service focus when dealing with all Clients of the Unit;
- To provide accurate information and respond to queries in an efficient, professional and courteous manner – in person, by phone, by correspondence;
- To ensure all documentation and forms are accurate and produced to a high Quality;
- To provide General Administration support within the unit;
- To efficiently operate the telephone/switchboard and distribute calls/messages received at reception as and when requested;
- Any other duties which may be specified from time to time.

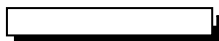
WORKING CONDITIONS

<i>Salary Scale :</i>	€24,119 - €38,321 (new entrant salary scale) Long service Increment, €39,794 Entry above the minimum will be determined by any previous, relevant Public Service experience.
<i>General :</i>	Salary is paid fortnightly. The Board operates a contributory group VHI scheme and flexible working hours.
<i>Probation :</i>	The probationary period will be six months. An officer of an ETB, Local Authority, Institute of Technology or Health Board who has already served a probationary period should not, on transfer or promotion, be required to serve a further probationary period.
<i>Superannuation :</i>	Membership of the ETB Superannuation Scheme and of the ETB's Spouses and Children's Scheme is automatic and compulsory.
<i>Annual Leave :</i>	22 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.
<i>Expenses:</i>	The ETB does not pay expenses for the purpose of attending for interview or taking up employment.
<i>Medical :</i>	A candidate who is not already in permanent employment of the ETB will be required, prior to appointment, complete a pre medical questionnaire.

Dublin and Dun Laoghaire Education and Training Board is an equal opportunity employer. Recruitment to posts within the Board is on the basis of qualifications and the ability to carry-out the responsibilities of the grade or post.

Please Note:

In the application form you will be asked to outline, in no more than 150 words, one relevant example of how and where you have displayed each of these competencies. It is therefore recommended that you keep a copy of this job description open while completing your application. (PDF version available to download).



Purpose: For Guidance of Interview Panel in the Selection Process.

JOB TITLE: CLERICAL OFFICER - FINANCE UNIT – Dublin & Dún laoghaire ETB

	ESSENTIAL	DESIRABLE
Motivation Knowledge of Post/ Organisation Personal Motivation Work Related Achievements	An appreciation of what the job entails and its tasks Ability to demonstrate drive and potential A Work History which demonstrates initiative and flexibility	Ability to discuss elements of the services which DDLETB offer Evidence of participation in work related training / development
Work Experience Specify Particular Experience / Skills required	Strong Computer skills Some experience in an Accounts/Administration working environment Experience of Teamworking	Experience using Systems such as SAP, FIDO, SUN, Revenue Online and other Financial systems
Communication/ Interpersonal Skills Verbal / Presentation Skills Writing & Numerical Skills Special Requirements Disposition Communication/	Good communication skills / articulate, attention to detail, energetic Good Clerical test Good Problem Solving skills Ability to use initiative and focus on the needs of internal /external	

Interpersonal Skills (contd)	<p>Customers.</p> <p>Positive, flexible and pleasant manner.</p> <p>Ability to positively and easily adapt to Change</p>	
Education		
General	Leaving Certificate or equivalent	ECDL, advanced Excel
Skills Training		Experience in an Administration/Accounts/ Customer Service work environment.
Qualifications		Accounts Technician/ IT Certification/Customer Service/ Secretarial course/ Business Studies
Circumstances / Special Requirements for this job		Full licence / own car

Clerical Officer Level Competencies (CO G3)

Effective Performance Indicators

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, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc

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
- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
- Identifies and appreciates the urgency and importance of different tasks
- Demonstrates initiative and flexibility in ensuring work is delivered
- Is self reliant and uses judgment on when to ask manager or colleagues for guidance

Customer Service & 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. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
- 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 & 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