



## INFORMATION GUIDE

### **Clerical Officer (Grade III) Panels:**

**Post CO/21/02/July21: Initial Location: KWETB Head Office  
Naas, Co.Kildare**

**Post CO/21/03/July21: Initial Location: KWETB Sub Office  
Wicklow Town, Co. Wicklow**

**Kildare and Wicklow Education and Training Board invites applications to form Clerical Officer Grade III panels. 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 offices in Naas, Co. Kildare or Wicklow Town, Co. Wicklow. Please note the post holder could be moved to another area of the organisation as required.

**Hours per week: 37**

### **Duties:**

The following reflects some typical duties you may be required to undertake (*Source: Public Appointments Service*)

- General clerical work e.g. filing, photocopying, answering/making telephone calls, dealing with emails, reception desk duties, etc. under the supervision of a designated manager;
- Supporting line-managers and colleagues;
- Working as part of a team in delivering services;
- Communicating and dealing with the public/customers e.g. responding to queries and providing information face-to-face, by telephone or via email;
- Providing the highest quality standards in customer service;
- Using Information Technology on a daily basis e.g. word processing, spreadsheets, database, email and internet;
- Maintaining high quality records in a thorough and organised manner;

- Data management using sector specific IT;
- Checking all work thoroughly to ensure it is completed to a high standard;
- Carrying out routine accounts and trainee payments work;
- Approaching work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine/repetitive work.
- Any other duties deemed appropriate

Clerical Officers may be engaged in drafting letters, asking for or giving factual information, making and checking calculations, analysing reports, preparing, scrutinising and verifying documents, statistics and records. They may also be engaged in operating office equipment such as computer terminals, photocopiers, fax machines and handling enquiries at a reception desk or answering telephone calls.

### **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. Kildare and Wicklow ETB, Level 5, Aras Chill Dara, Devoy Park, Naas, Co. Kildare.

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 :**

#### **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.

### **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
- 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 27<sup>th</sup> July 2021.**

- Canvassing by or on behalf of the applicant will disqualify.

Kildare and Wicklow ETB, Level 5, Aras Chill Dara, Devoy Park, Naas, Co. Kildare.

- Shortlisting may apply.

**Dr. Deirdre Keyes, Chief Executive**