



An tSeirbhís um Cheapacháin Phoiblí
Public Appointments Service

INFORMATION BOOKLET FOR CANDIDATES

PLEASE READ CAREFULLY BEFORE APPLYING

Clerical Officer in the Civil Service 2018

Competition ID: 18119606

Closing Date: 3pm on Thursday, 5th July 2018

The Public Appointments Service (PAS) is committed to a policy of equal opportunity. The Public Appointments Service will run this competition in compliance with the Code of Practice for 'Appointment to positions in the Civil Service and Public Service' prepared by the Commission for Public Service Appointments (CPSA) - available on www.cpsa.ie

HELPDESK CONTACT DETAILS:

Large Volume Recruitment 2,
Public Appointment Service,
Chapter House,
26 – 30 Abbey Street Upper,
Dublin 1, DO1 C7W6.

Email: Clerical2018@publicjobs.ie

1. Introduction

The Public Appointments Service (PAS) is the centralised independent recruitment provider for the Civil and Public Service and will conduct the selection process for this competition.

At the end of this competition, PAS will establish panels of suitably qualified individuals to fill vacancies which may arise in the Civil Service. Candidates may apply for positions in up to a maximum of 2 locations (see 'Application & Selection Process' for details).

The Civil Service can offer suitable candidates a very satisfying and varied career, with competitive terms and conditions.

2. The Role

The nature of the work carried out by clerical staff may vary depending on the business being conducted by the employing organisation. It will involve such clerical/administrative tasks as may be assigned to the employee from time to time. The following reflects the typical duties you may be required to undertake, if appointed:

- 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;
- Checking all work thoroughly to ensure it is completed to a high standard;
- Carrying out routine accounts 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.

In certain instances, positions may arise where specialist skills or experience is required e.g. accounts, language skills, typing skills, etc. Suitable candidates may be selected for the purpose of filling such vacancies.

3. Entry Requirements and Eligibility

Candidates must, on the closing date of 5th July 2018:

- have the requisite knowledge, skills and competencies to carry out the role, and
- be capable and competent of fulfilling the role to a high standard, and
- have a good general level of education, and
- be at least 17 years of age on or before the closing date of 5th July 2018 i.e. have been born on or before 5th July 2001, and
- fulfil citizenship, health and character requirements (see below).

Citizenship Requirement

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). 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. **To qualify candidates must be citizens of the EEA by the date of any job offer.**

Health & Character

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must be of good character. Those under consideration for a position will be required to complete a health and character declaration and a Garda eVetting form. References will be sought. Some posts will also require special security clearance. In the event of potential conflicts of interest, candidates may not be considered for certain posts.

Garda Vetting & Security Clearance

You will be required to complete and return a Garda eVetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. However, should your application for the competition be unsuccessful this form will be destroyed by PAS. If you subsequently come under consideration for another position, you may therefore be required to complete a further Garda eVetting Form. Special Security Clearance is a requirement for appointments to certain offices or departments.

If you have resided / studied in countries outside of the Republic of Ireland for a period of 6 months or more, it is **mandatory** for you to furnish a **Police Clearance Certificate** from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate **Police Clearance Certificate for each country you have resided in**. Clearance must be dated after the date you left the country. Candidates should be aware that any information obtained in the Garda Vetting process can be made available to the employing authority.

It is your responsibility to seek security clearances in a timely fashion as they can take some time. Candidates may not be assigned to a position unless this information is provided and the security clearance is satisfactory.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of

2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Incentivised Scheme for Early Retirement (ISER):

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010):

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration:

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

4. The Application and Selection Process

Location Choices

On the application form you may select a maximum of **two location choices**, listed below, where you would be prepared to work:

Carlow Cavan Clare Cork Donegal Galway
Kerry Kildare Kilkenny Laois Leitrim Limerick
Longford Louth Mayo Meath Monaghan Offaly
Roscommon Sligo Tipperary Waterford Westmeath Wexford Wicklow

You should only select locations where you would be prepared to work if offered an appointment. **Once you have submitted your location choice(s), changes will not be permitted.**

Please note that a candidate will be removed from all panels once an assignment notice has issued. However, should they decline an offer of appointment and inform PAS of same within 5 days of receipt of assignment notice, a candidate may remain under consideration for a position in their other location choice.

Candidates should be aware that vacancies may not arise in all of the above locations while this panel is active.

A Clerical Officer Irish Language competition will be advertised in the near future. Please note that a Clerical Officer competition for the Dublin region may be advertised in early 2019.

Practical Matters

<p style="text-align: center;">Username / Password issues</p> <p><i>Forgotten your username or password?</i></p> <p>If so, click on the following link: https://www.publicjobs.ie/candidateportal/home/forgottenDetails.do</p> <p><i>How to contact PAS?</i></p> <p><i>If you continue to have 'User Name' or 'Password' difficulties please email PAS at Clerical2018@publicjobs.ie outlining your issue and giving your name and contact details, including a telephone number, where you can be reached.</i></p> <p>Candidates should note that support will only be available during office hours until the closing date.</p>

- It is important that you keep note of your username and password as you will need this information to access your Publicjobs.ie Message Board.
- Interaction with candidates during the selection process will primarily be conducted online. PAS will send most communication through your Publicjobs.ie Message Board. Check your Message board on a regular basis as email notifications of updates/tests issued to your Message Board may sometimes be filtered into your Junk/Spam email folders (or 'Promotions' in the case of gmail). You are also advised to check all of these folders regularly.
- PAS accepts no responsibility for communication not accessed or received by an applicant. They must ensure that they regularly check their Message Board and access all communications from PAS.
- Candidates must use their own valid email address. Email addresses from third parties will not be accepted and may invalidate your application. PAS will only communicate application information with the candidate and not with any third party.
- It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment competition, as any email/text message notification will be sent to the email address/telephone number originally supplied by you.
- If invited to tests and/or interview, the onus is on each applicant to make themselves available on the date(s) specified by the PAS. If you do not attend on the specified date/time you will be deemed withdrawn from the competition.

How to Apply

Applications should be made online through www.publicjobs.ie. All sections of the application form must be fully completed, both the standard and detailed application form.

Before applying candidates should log-on to www.publicjobs.ie and, if they have not already done so, must register as a 'New User' to create a profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application. Once you have created a profile you must then access the application form, complete and submit it.

If you are using the "Chrome" web browser and experiencing problems please click on the following: (Available [here](#))

Once you have submitted your application form you should return to your Publicjobs.ie account and confirm that it has been successfully submitted via '**My Applications**'. At this point you should consider adding *publicjobs.ie* to your safe senders or contact list within your email account to avoid not receiving email because a *publicjobs.ie* email has been blocked.

Only fully completed and submitted applications will be accepted into the competition. The admission of a person to the competition, or invitation to undertake any element of the selection process, is not to be taken as implying that the PAS or other body is satisfied that such a person fulfils the essential requirements.

Closing Date

The closing date for receipt of completed applications is **3pm on Thursday, 5th July 2018.**

Applications will not be accepted after the closing date.

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your Junk/Spam folders as email notifications may sometimes be filtered into your Junk/Spam email folders (or 'Promotions' in the case of Gmail). In the event that the acknowledgement is still not received please email Clerical2018@publicjobs.ie including your name, candidate ID and contact details. Candidates should note that support will be available during office hours until the closing date.

Selection Process

Candidates will be required to take tests which are designed to identify their potential to fulfil a clerical role. More detailed information in relation to the selection methods and confirmed dates will be made available to candidates as they progress through the process.

The selection methods used to select successful candidates for positions may include:

- Completion of an online Questionnaire;
- Online and/or paper-based assessment test(s);
- Interview(s);
- Any other tests/exercises deemed appropriate.

Applicants must successfully compete and be placed highest in order to be considered for advancement to the next stage of the selection process. The number to be called forward will be determined from time to time by PAS.

Irrespective of the location choices you selected, you may only sit the various stages of the selection process, including interview, once. Prior to recommending any candidate for appointment, all such enquiries as are deemed necessary by PAS to determine the suitability of that candidate, will be carried out.

Online Assessments

As indicated, the selection process may comprise a number of stages. Stage 1 will comprise an online questionnaire.

The PAS has no function or involvement in the provision of, and does not endorse, any preparation courses relating to the selection process.

To facilitate candidates' availability and circumstances, the initial stage of the selection process will be conducted online, with later stages requiring attendance at a test/interview venue. The initial online assessment will be unsupervised and candidates may take them in a venue of their choice, wherever they have access to a computer and a reliable internet connection.

It is important to note that taking these assessments within a secure IT network e.g. a network such as your work or college which may have firewalls or other security technology in place may cause you technical difficulties. You should consider taking your assessments in an environment where access to the internet is not restricted to the same level. **The onus is on you to ensure that you have full internet access to complete the assessment.** You should ensure that you can complete the assessment in a quiet environment where you can concentrate without being disturbed for the duration of the assessment. You are advised to take the Questionnaire on a PC or laptop and to use a mouse you are familiar with. Do not attempt to take the Questionnaire on a smart phone, mobile or tablet device.

It is important to note that the email address you provide when applying must be one that you can access at all times. Candidates will be given specific time windows in which to complete the questionnaire. A link to the actual online questionnaire will be issued to candidates' Message boards on Publicjobs.ie in advance of the test-taking window. Candidates who have not completed the online questionnaire before the deadline will be deemed to be no longer interested in this competition and their application will receive no further consideration.

Candidates must reach the qualifying standard in all tests. Further information including 'Pre-Test Information' will issue to candidates prior to Stage 1.

Should you come under consideration to proceed to subsequent stages of the selection process, information will be forwarded to you at the appropriate time.

Candidates with Disabilities

Candidates who have indicated on their application form or profile that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide PAS with information to act as a basis for determining reasonable accommodations where appropriate.

These reports must be forwarded to Ciarán Murphy, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1 by close of business on Monday, 9th July 2018.

If you have recently applied for a competition with PAS and submitted a report, please email Amanda.kavanagh@publicjobs.ie to confirm that your report is on file.

5. Principal Conditions of Service

General

The appointment is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

The appointment is to an established position in the Civil Service on a probationary contract for a period of one year from the date of appointment. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances. During the period of probation, the appointee's performance will be subject to review by the relevant supervisor(s) to determine whether the appointee:

(i) has performed in a satisfactory manner;

(ii) has been satisfactory in general conduct; and

(iii) is suitable from the point of view of health with particular regard to sick leave.

Prior to completion of probation a decision will be made as to whether or not the appointee will be retained pursuant to Section 5A(2) of the Civil Service Regulations Act 1956-2005. This decision will be based on the appointee's performance being assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to the appointee and the appointee will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

Salary Clerical Officer Personal Pension Contribution (PPC) as of 1st January 2018

€442.84	€471.81	€479.18	€493.54	€514.73	€535.87	€557.02	€578.14	€598.72
€619.29	€633.78	€654.14	€674.38	€705.94	€730.76	€742.14		
				MAX	LSI1	LSI2		

This rate will apply where the appointee is a new entrant or is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

A different rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 who **is not required** to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line with current Government Policy.

Tenure

It is intended to fill permanent posts through this competition.

Annual Leave

The Annual Leave allowance is 22 days rising to 23 days after 5 years' service and to 24 days after 10 years' service, 25 days after 12 years' service and 26 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

Hours of Attendance

Hours of attendance will be as fixed from time to time. Typically, hours will be of the order of 43 hours and 15 minutes per week. The position holder will be required to work a five-day week. Hours of attendance will be as specified by the employing Department/organisation.

Duties

Appointees will be required to perform any duties which may be assigned to them from time to time as appropriate.

Outside Employment

The position will be whole time and appointees may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

Headquarters

Headquarters will be such as may be designated from time to time by the Head of the Department/organisation. When absent from home or headquarters on official duty appointees will be paid appropriate travelling expenses and subsistence allowances, subject to normal regulations.

Sick Leave

Pay during properly certified sick leave absence will apply, in accordance with the provisions of sick leave circulars.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is 66 (rising to 67 in 2021 and 68 in 2028 in line with changes in State Pension age).
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**
The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement

under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

- **Ill-Health-Retirement**

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act, 2009. Please note that from 1 January 2019 PRD will be replaced by an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie

IMPORTANT NOTICE

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate(s).

6. General Information

Admission to a competition

The admission of a person to a competition, or invitation to attend interview, or a successful result notice, is not to be taken as implying that the PAS is satisfied that such a person fulfils the requirements.

Appointments from panels

At the end of the selection process panels of qualified candidates are formed from which vacancies may be filled. This panel may remain in place for up to two years. A panel is a list of qualified candidates ranked in order of merit from Stage 3 of the selection process.

Should a vacancy arise and their place reached, candidates undergo the final clearance stage of the selection process. Prior to recommending any candidate for appointment to this position PAS or employing organisation will make all such enquiries that are deemed necessary e.g. employer references, garda vetting in order to determine the suitability of that candidate. Until all stages of the selection 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.

Please note that a candidate will be removed from all panels once an assignment notice has issued. However, should they decline an offer of appointment and inform PAS of same within 5 days of receipt of assignment notice, a candidate may remain under consideration for a position in their other location choice.

Qualification and placement on a panel is **not** a guarantee of appointment to a position.

Reschedule Requests

Reschedule requests will only be considered under exceptional circumstances as deemed acceptable by PAS (e.g. Bereavement/Illness). Please note that PAS may request supporting documentation as evidence.

References

Should you be invited to attend for interview you should bring previous employer references (original and one copy), where possible, with you on the day. A reference from your school/university may suffice if you have no previous work experience. The references should provide relatively recent information on your performance and behaviour in a work context. Please note, should you be successful at interview and come under consideration for a position, we will require a reference from your current employer prior to assignment. A statement of employment is **not** sufficient and will not be accepted as an employer reference.

Specific candidate criteria

In addition to fulfilling the eligibility criteria set out, candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of health & character;
- Be suitable in all other relevant respects for appointment to the post concerned;
- If successful, they will not be appointed to the post unless they:
 - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be performed; and
 - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Non-Refund of Expenses

Any expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded.

Deeming of candidature to be withdrawn

Candidates who do not complete and submit the Online Questionnaire before the specified date; or do not attend/undertake any subsequent stage of the selection process as requested, attend for interview or other test when and where required by the PAS or who do not, when requested, furnish such evidence as the PAS require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Declining an offer of appointment

Should the person recommended for appointment decline, or having accepted it, relinquish it, PAS or the employing organisation may at its discretion, select and recommend another person for appointment on the results of this selection process.

Confidentiality

Subject to the provisions of the Freedom of Information Acts 1997 and 2003, the Data Protection Acts 1988 and 2003, and any security clearance and/or enquiries, all aspects of the proceedings, to the extent that they are managed by the PAS or employing organisation, are treated in strict confidence and are not disclosed to anyone outside those directly involved in the selection process.

Quality Customer Service

PAS aims to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the Public Appointments Service are set out on the Data Protection page of www.publicjobs.ie.

Candidates' Rights – Review Procedures in relation to the Selection Process

For information on Review Procedures please view:

[http://www.publicjobs.ie/restapi/documents/1893106_Review_Procedures_in_relati on to the Selection Process.doc](http://www.publicjobs.ie/restapi/documents/1893106_Review_Procedures_in_relati%20on_to_the_Selection_Process.doc)

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks. However, please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Candidates' Obligations:

Candidates in the recruitment process must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not personate a candidate at any stage of the process

Contravention of the Code of Practice

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

Confidentiality of Information and Materials

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition. Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials and/or interview related information may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

Use of Recording Equipment

PAS does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

Candidates should note that canvassing will disqualify

Appendix 1

Clerical Officer Level Competencies

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

Appendix 2

IMPORTANT INFORMATION

Terms and Conditions

Your attention is drawn to this important information. By submitting an application, accessing or attempting any assessment / test materials you are agreeing to be bound by the terms set out below:

1. All test and assessment materials are subject to copyright and all rights are reserved. No part of the tests/ assessment materials (including any text, questions and/or potential answer options) or associated materials (including practice and/ or familiarisation materials) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, printing, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person(s) who contravenes this provision, whether an applicant or other, or who assists another person(s) in contravening this provision, is liable to prosecution and/ or civil suit for loss of copyright and intellectual property.
2. Note the Commission for Public Service Appointment's Code of Practice for Appointment to Positions in the Civil and Public Service. In particular, please note Section 4 – Responsibility of Candidates (see below).

Canvassing

Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the appointments process.

Candidates' obligations

Candidates in the recruitment process must not:

- Knowingly or recklessly provide false information.
- Canvass any person, with or without inducements.
- Interfere with or compromise the process in any way.

A third party must not personate a candidate at any stage of the process.

Penalties for failure to comply.

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine and/or imprisonment.

If a person found guilty of such an offence was or is a candidate in a recruitment process, then:

- Where s/he has not been appointed to a post, s/he will be disqualified as a candidate
 - Where s/he has been appointed subsequent to the recruitment process in question, s/he shall forfeit that appointment.
3. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that the Public Appointments Service are satisfied that such a person fulfils the essential requirements.