

# MY CAREER PATH

## JULIANA



poistphoiblí  
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Juliana is a Temporary Clerical Officer (TCO) in Health & Safety with the Department of Social Protection.

“Starting to work in the civil service at a young age gave me the independence I desired, and the maturity and responsibility to commit to something.”



I am proudly Brazilian, particularly from Indian Latin American ancestry, and I completed the equivalent of the Leaving Cert in Brazil. My first job was as an intern with the finance section of the civil service in Brazil. It was only a one-year contract, so after that I started a summer job in a clothes shop and worked in retail for 13 years.



Retail was my first job in Ireland and where I learned the most of my English, within customer service. It was during the Covid-19 Pandemic that I felt the bells ringing that I needed to work where I would have a stable job and have a long path with a lot of opportunities or development and growth.



I studied 1-year full-time-Business Studies (PLC) level 5, while I was waiting for my application for TCO, and finally, in August 2021, I started as a TCO.



I also applied for the permanent Clerical Officer role, and I am now in the paperwork process with HR/Management to become permanent. Also in January 2022, I started the Leadership in Community Development (BA-Level 7); a 3-year online course with IT Carlow, and delivered by AN Cosan.



What attracted me to a role in the civil service was the security of a steady job, as well as the diversity of sectors in which I can work. There is support for education and self-development, as well as the flexibility, particularly for single parents like myself, which made me thrilled to work for the government.



I’ve been working for almost a year and have learned so much from my co-workers and the training that is provided to all employees.



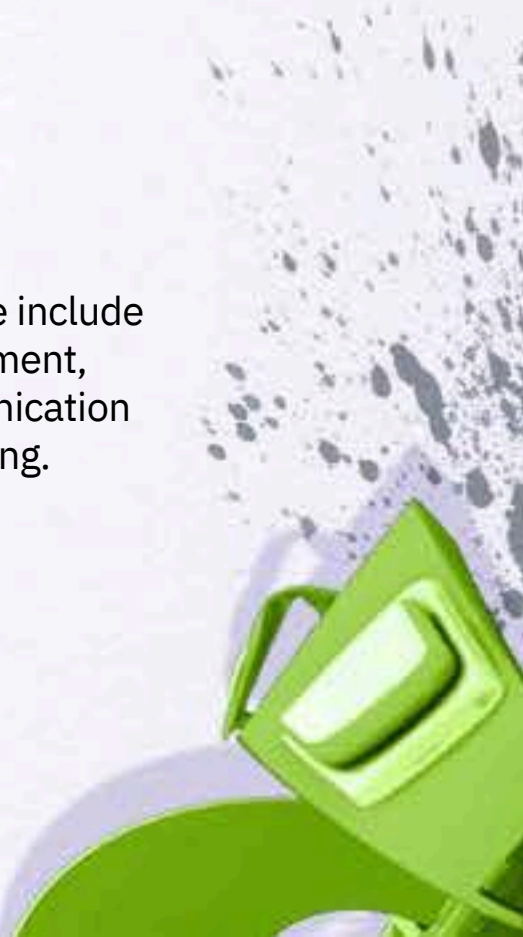
I am a clerical officer in the Health and Safety Section within the Department of Social Protection, and I am mostly responsible for coordinating all H&S training for our employees around the country.



I contact suppliers, schedule the training day and location, confirm the list of participants, and process invoices for the training. I also assist my team with any email inquiries, supply PPE equipment, COVID-19 queries and provide staff advice as needed.



Some of the skills required for this role include organisational skills, time management, collaboration and team work, communication skills, analysis and decision making.





# Job Specification – Temporary Clerical Officer

DEPARTMENT	Department of Social Protection
SALARY	Starting at €571.04 per week *subject to change
ROLE DESCRIPTION	<p>The nature of the work carried out by clerical staff may vary depending on the employing department/organisation. It will involve clerical/administrative tasks that may be assigned to the employee from time to time. The following reflects the typical duties required to undertake, if appointed:</p> <ul style="list-style-type: none"><li>• General clerical work.</li><li>• Supporting line-managers and colleagues.</li><li>• Working as part of a team in delivering services.</li><li>• Communicating and dealing with the public/customers.</li><li>• Providing the highest quality standards in customer service.</li><li>• Using Information Technology on a daily basis.</li><li>• Maintaining high quality records in a thorough and organised manner.</li><li>• Checking all work thoroughly to ensure it is completed to a high standard.</li><li>• Carrying out routine accounts work.</li><li>• Approaching work in a careful and methodical manner, displaying accuracy at all times.</li><li>• Any other duties deemed appropriate.</li></ul>
ROLE REQUIREMENTS	<ul style="list-style-type: none"><li>• Have the requisite knowledge, skills and competencies to carry out the role</li><li>• Be capable and competent of fulfilling the role to a high standard.</li><li>• Have a good general level of education.</li><li>• Be at least 17 years of age on or before the closing date.</li><li>• Fulfil Citizenship, Health &amp; Character, Garda Vetting &amp; Security Clearance and Reference Check requirements.</li><li>• Ensure that they meet the criteria regarding Public &amp; Civil Service Redundancy/ Ill Health Retirement Schemes.</li><li>• Eligibility to compete is open to citizens of the European Economic Area (EEA), UK, Switzerland or non-EEA citizens with a Stamp 4 Visa</li></ul>
APPLICATION PROCESS	<ol style="list-style-type: none"><li>1. Application</li><li>2. Online Assessment Questionnaire</li><li>3. Short Listing</li><li>4. Interview</li></ol>