



Candidate Information Booklet

Temporary Clerical Officer Fluency in English and Ukrainian 2023

Competition I.D: 2384402

Closing Date for Applications

Thursday, 16th March 2023 at 3pm

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

PUBLIC APPOINTMENTS SERVICE, CHAPTER HOUSE
26 – 30 ABBEY STREET UPPER, DUBLIN 1
www.publicjobs.ie

Helpdesk Email Address: TCOUkraine@publicjobs.ie

Temporary Clerical Officer Fluency in English and Ukrainian 2023

Introduction

The Government of Ireland is committed to ensuring a coordinated national humanitarian response to people fleeing conflict in Ukraine and seeking protection in Ireland.

Ireland has welcomed over 60,000 Ukrainian nationals since the EU agreed to activate the EU Temporary Protection Directive in March 2022 and will continue to do so.

To assist Government Department, Offices and State Agencies in Ireland with the unprecedented influx of Ukrainian nationals to Ireland at this time, we are looking for the assistance of temporary administration staff that must have verbal and written fluency in English **and** Ukrainian.

The roles are initially expected to be for a duration of 3 months, but this may vary from post to post.

We welcome and encourage applications from bilingual Ukrainians with fluency in English that have been granted Temporary Protection in Ireland.

The Role

The duties of Temporary Clerical Officers with fluency in English and Ukrainian may vary depending on the nature of work carried out by the employer.

Successful candidates will be assigned responsibilities that may include:

- Greeting and registering Ukrainian nationals when they first arrive at airports or ports in Ireland;
- Communication and translation tasks, if needed, as Ukrainians interact with Government Departments / Offices / Agencies in relation to their entitlements to access employment, income support, education and accommodation (if needed) as well other State supports including the provision of a Personal Public Service Number (PPSN);
- 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;
- Using Information Technology on a daily basis, e.g. word processing, spreadsheets, database, e-mail 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.

Entry Requirements and Eligibility

On the closing date of 16th March 2023, candidates must satisfy all of the following requirements:

- (a) Have verbal and written fluency in English and Ukrainian
- (b) Satisfy any of the Citizenship Eligibility requirements as set out below
 - (i) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
 - (ii) A citizen of the United Kingdom (UK); or
 - (iii) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
 - (iv) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
 - (v) A person awarded protection under the International Protection Act 2015 **(including any person holding an official letter confirming that they have been granted Temporary Protection in Ireland under the EU Temporary Protection Directive 2001/55/EC)** or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
 - (vi) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Successful candidates must continue to satisfy Citizenship Eligibility requirements at the time of appointment and at all times during their assignment.

- (c) be at least 18 years of age
- (d) have the relevant knowledge and skills to undertake the duties of the position, including the ability to:
 - take direction / follow instructions;
 - organise and prioritise work effectively;
 - work well with the public and colleagues;

- be flexible in their approach to work;
- be able to communicate effectively in a clear and concise manner;
- proficiency with IT software e.g. Microsoft Word, Excel, using email

(e) fulfil Health & Character, Garda Vetting & Security Clearance and Reference Check requirements

(f) in the case of an individual previously employed by the Irish Public or Civil Service, ensure that they meet the criteria regarding Public & Civil Service Redundancy/III Health Retirement Schemes ([CLICK HERE](#) for further information)

AND

Demonstrate the competencies set out in Appendix 1

Candidates should note that admission to the competition does not imply that they meet the eligibility criteria. Therefore, candidates should satisfy themselves that they meet the eligibility criteria for this competition.

Application Process

Location Choice

On the application form you may select a maximum of one location choice, listed below, where you would be prepared to work if offered an appointment:

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

After Stage one candidates may be required to provide further information regarding their location choice.

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

Practical Matters

- Applications should be made online through www.publicjobs.ie
- To apply, candidates must have a “User Account” on www.publicjobs.ie. If you have not already done so, you must click ‘Login’ on the publicjobs homepage and register as a ‘**New User**’ to create your Profile (register a New Account).
- If you cannot remember your profile details, please do not create a second profile as this could invalidate your application.
- Candidates should 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.

Username / Password issues

Forgotten your username or password?

If so, click on the following link:

<https://www.publicjobs.ie/candidateportal/home/forgottenDetails.do>

How to contact PAS?

If you continue to have ‘User Name’ or ‘Password’ difficulties please email PAS at TCO2022@publicjobs.ie outlining your issue and giving your name and contact details, including a telephone number, where you can be reached.

Candidates should note that support will only be available during office hours until the closing date.

- 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 important that you keep note of your username and password as you will need this information to access your Publicjobs Messageboard.
- 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.
- Interaction with candidates during the selection process will primarily be conducted online. PAS will send most communication through your Publicjobs Messageboard. Check your Messageboard on a regular basis as email notifications of updates/tests issued to your Messageboard may sometimes be filtered into your Junk/Spam email folders (or ‘Promotions’ in the case of gmail). You are also advised to check all these folders regularly.
- PAS accepts no responsibility for communication not accessed or received by an applicant. They must ensure that they regularly check their Messageboard and access all communications from the PAS.

- 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
- An Unreasonable Conduct Policy is in operation in PAS. Information on the policy can be found on the PublicJobs [website](#).

How to Apply

The onus is on the candidate to select the correct competition(s).

Click on the button 'Apply now' to access the application webform. This button is located at the end of the job posting page for Temporary Clerical Officer in the Civil and Public Service 2023 on www.publicjobs.ie. You must complete the application webform in full and click the submit button.

Once you have submitted your application form you should return to your publicjobs 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* email has been blocked.

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 these email folders (or 'Promotions' in the case of Gmail). In the event that the acknowledgement is still not received please email TCOUkraine@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.

Only fully completed applications submitted online will be accepted into the competition. **Applications will not be accepted after the closing date. Only one application per person is permitted.**

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 requirements.

All relevant information will be issued to candidates at each stage of the selection process. If the Public Appointments Service is not notified of any issues you experience in advance of or on the day of your assessment\interview, we will not be in a position to address these after the fact.

Candidates with Disabilities

The Public Appointments Service has a key role to play in attracting candidates from all sectors of society, ensuring that routes to career opportunities are accessible to all who are interested. We are committed to equality of opportunity for all candidates.

If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need.

Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for this competition.

Examples of adjustments we provide include the use of assistive technology, extra time, scribes and/or readers or a range of other accommodations.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/or adjustments will be kept entirely confidential.

Should you be successful, the disclosure of a disability for this stage of the process will not be passed onto the employing department unless you request that we do so.

If you have indicated on your application/profile that you require reasonable accommodations, please submit a psychologist/medical report be to ASU@publicjobs.ie

The purpose of the report is to provide PAS with information to act as a basis for determining reasonable accommodations, where appropriate. The information within these reports that is useful for us to see includes the outcome of any diagnostic tests conducted by your psychologist/doctor, and their summary of recommendations in relation to your requirements. You may redact (block out) parts of medical reports/psychologist's reports that you feel are sensitive or unnecessary for the decision to make reasonable adjustments.

These reports must be forwarded to the Assessment Services unit by close of business on 9th March 2023 You should email a scanned copy of the report to ASU@publicjobs.ie

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

If you would like to talk about your application or any accommodations that may be of benefit during the recruitment process, please contact our Disability Champion, Amanda Kavanagh, at amanda.kavanagh@publicjobs.ie, for further information on the accessibility of our service please see our Accessibility page.

Closing Date

The closing date & time for receipt of completed applications is **3pm on Thursday 16th March 2023.**

Selection Process

The selection methods for this competition will comprise a number of elements to select successful candidates for positions that may arise. These may include the following:

- Scoring of application assessment;
- An online video interview;
- Language tests (oral and/or written);
- Competitive Interview(s);

The number to be called forward to Stage 2 – Interview, will be determined from time to time by PAS.

Candidates must be prepared to make themselves available at short notice, to undertake and attend test(s) and interview and provide any supporting documentation required.

Applicants must successfully compete and be placed highest, in order to be considered for advancement to the next stage of the multi stage selection process. The number to be invited forward at each stage will be determined from time to time by the Public Appointments Service.

Next Steps

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 must be prepared to make themselves available at short notice, to undertake and attend test(s) and interview and provide any supporting documentation required.

Communication

Interaction with candidates during the selection process will primarily be conducted online. PAS will communicate with you primarily through your Publicjobs.ie Message Board. However, some correspondence may be issued by email. The onus is on the candidate to keep a regular check on your Message Board/Email Account as email notifications of updates may sometimes be filtered into your Junk/Spam email folders (or 'Promotions' in the case of Gmail). You are also advised to check all these folders regularly. The PAS accepts no responsibility for communication not accessed or received by an applicant.

It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment campaign, as any email/text message will be sent to the email address/telephone number originally supplied (see also paragraph below '*Publicjobs Messageboard*'). 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.

Principal Conditions of Service

General

(Please note the terms shown below relate to the Temporary Clerical Officer role in the civil service and the terms, including the rate of pay, may vary depending on the organisation/agency to which you may be assigned. These are intended as indicative only. Contracts of employment will be available at time of assignment.)

The appointment is to a temporary post in the Civil Service and 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.

Pay

The salary for this position, weekly rate effective from 1st March 2023, is:
€519.96 per week

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

Candidates should note that salary will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Payment will be made **weekly** in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

Upon appointment, you will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Tenure

Assignments will be to a temporary position. The duration and period of a temporary contract will vary from post to post. There is no entitlement to a permanent position.

Notwithstanding the above paragraph on tenure, we retain the right to consider holding a confined Selection Process for permanent appointment to certain positions within the Civil Service in certain limited circumstances.

Any such process will be held in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice.

Headquarters

The officer's headquarters will be such as may be designated from time to time by the Head of the Department/Office. When absent from home and headquarters on duty, appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours 15 minutes gross per week. Where extra attendance is necessary, overtime payments, or time off in lieu, will be allowed in accordance with the Civil Service overtime regulations.

Annual Leave

The annual leave for this position is determined by the number of hours worked.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave Circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the employing Department or Organisation. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

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 retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.

- **Retirement Age:** Scheme members must retire on reaching the age of 70 years.
- 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 their 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 any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition, which qualified them for IHR.

Appointment post Ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should to be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.

2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post Ill-health retirement from public service

1. Where an individual has retired from a public service body their ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to the Public Appointments Service (PAS).

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.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions required under the rules of your pension scheme.

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

Secrecy, Confidentiality and Standards of Behaviour

Official Secrecy and Integrity:

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour:

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Ethics in Public Office Acts:

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Prior approval of publications:

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

Political Activity:

During the term of employment, the officer will be subject to the rules governing public servants and politics.

Please Note:

As an Employer of Choice the Civil Service has many flexible and family friendly policies e.g. Worksharing, Shorter Working Year, Remote Working (operated on a 'blended' basis) etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.

Important Notice

The foregoing 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.

General Information**Appointments from Panels**

PAS will establish panels of suitably qualified individuals to fill vacancies, which may arise in the various location choices across the Civil Service. If a candidate is offered and accepts a position, they must be available to take up that position within a reasonable time frame. The Public Appointments Service has no foresight as to how many vacancies may be filled over the lifetime of the panel, and potentially candidates may not be reached on the order of merit.

Qualification and placement on a panel is not a guarantee of appointment to a position. Once reached on the panel, a candidate will normally be considered for one position only. Once assigned to a position, a candidate will be removed from the panel and will no longer be considered for any future positions. Please note that once an offer of appointment has been accepted a candidate will be removed from the panel and no further offers of appointment will be made. It is not envisaged that appointments will be made from this competition after **31st December 2023**.

Please note that placement on a panel is not a guarantee of appointment to a position.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of 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
- Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deferrals from Panels

Candidates should be aware that all vacancies are for immediate positions. There is no option for candidates to defer their place on the panel once their place is reached e.g. to complete their studies, or to finish an existing project. Start dates are arranged at the discretion of the employing department or organisation and candidates will be required to take up duty within a reasonable timeframe once assigned to the position.

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.

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 the time specified. 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.

Reschedule Requests

Reschedule requests may 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. Candidates who are afforded an opportunity to reschedule will be processed in the next candidate batch invited to test/interview. . Candidates will not be re-inserted into their original batch. Please note that candidates who are permitted to reschedule will be given only one opportunity to do so.

Requests must be emailed to TCO2022@publicjobs.ie within the booking window as specified in the invitation message

Reasonable Accommodations in the Workplace

If a candidate would like to request reasonable accommodations to be put in place by the potential employer, there will be an opportunity to confirm their interest at a later stage if they are successful in advancing through the competition. Candidates will also have to complete a 'Reasonable Accommodations Request Form' at the pre-employment checks stage. There are many advantages to disclosing a need for reasonable accommodations in the workplace as it allows employers to aid an employee to perform to their full potential within the role. If you do require reasonable accommodations to be put in place and choose not to disclose it, your employer may not be in a position to provide the appropriate accommodations which may assist you in carrying out your role to your full potential.

Expenses

Candidates will be responsible for any expense incurred in connection with their candidature.

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.

Candidate Rights and Obligations

Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by PAS are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014. However, candidates should note that all application material may be made available to the employing authority/organisation. Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. Feedback and rechecks may be requested for up to six months after completion of each stage of the competition. 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/recheck 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.

Review and Complaint Procedures under the Code of Practice for Appointments to Positions in the Civil and Public Service

If a candidate is unhappy following the outcome of any stage of a selection process, they can either:

1. Request a **Review of a decision** made during the process

Or

2. **Make a Complaint** that the selection process followed was unfair

A candidate can follow either one of the two procedures in relation to the same aspect of a selection process, but not both. Where a review of a selection process has taken place under Section 7 (as detailed below), a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission for Public Service Appointments (CPSA) **at its sole discretion**.

There is no obligation on PAS to suspend an appointment process while a Review or Complaint is being considered. However, the CPSA expects that, where possible, PAS will intervene in cases where it finds an error is likely to have occurred.

Requesting a Review under Section 7

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice for Appointments to Positions in the Civil and Public Service published by the CPSA.

When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Informal Review will consist of a desk-based examination of any available information in relation to the recruitment process and the decision taken regarding the candidate's application. The outcome of the Informal Review Process will be communicated to the requester in writing.

- A request for Informal Review must be made within 5 working days of notification of the decision, and will normally take place between the candidate and a representative of the PAS who had played a key role in the administration of the selection process.

- Where a candidate remains dissatisfied following any such informal communication, they may adopt the formal procedures set out below.

A request for Formal Review must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Review process. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, Public Appointments Service, Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Review will be conducted by a person who is completely independent of the selection process
- The outcome of the Formal Review must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, PAS must keep the candidate informed of the status of the review and the reasons for the delay.

Making a Complaint under Section 8

A candidate may believe there was a breach of the Commission's Code of Practice by PAS that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates to make a complaint under **Section 8** to PAS in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

On foot of a Section 8 Complaint process, either PAS or the CPSA may find that the recruitment and selection process in question has not adhered to the standard set out in the Code of Practice. In such cases, PAS and the CPSA may make recommendations in order to prevent such issues from reoccurring again in the future. **The CPSA cannot instruct PAS to reverse a decision taken in the course of an appointment process.** Any candidate wishing for an investigation into the decision taken regarding their application as part of a selection process should request a Review under Section 7, as outlined above.

The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Public Appointments Service has fallen short of the principles of this Code.

The Informal Complaint will consist of a desk-based examination of any available information in relation to the recruitment process. The outcome of the Informal Complaint will be communicated to the requester in writing.

- An Informal Complaint must be made within 5 working days of notification of the decision, and will normally take place between the candidate and a representative of the PAS who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal discussion, they may adopt the formal procedures set out below.

A Formal Complaint must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Complaint. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, Public Appointments Service, Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.

- The Formal Complaint will be investigated by a person who is completely independent of the selection process
- The outcome of the Formal Complaint must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, PAS must keep the candidate informed of the status of the review and the reasons for the delay.

For further information on the above Review and Complaint procedures please see the *Code of Practice for Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

There is no obligation on the PAS to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Candidates' Obligations:

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

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 on its premises or any location where assessments/tests/interviews, etc. take place, e.g. video interviews, teleconference. 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 candidates/clients 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.

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 PAS are set out on the Data Protection page of www.publicjobs.ie.

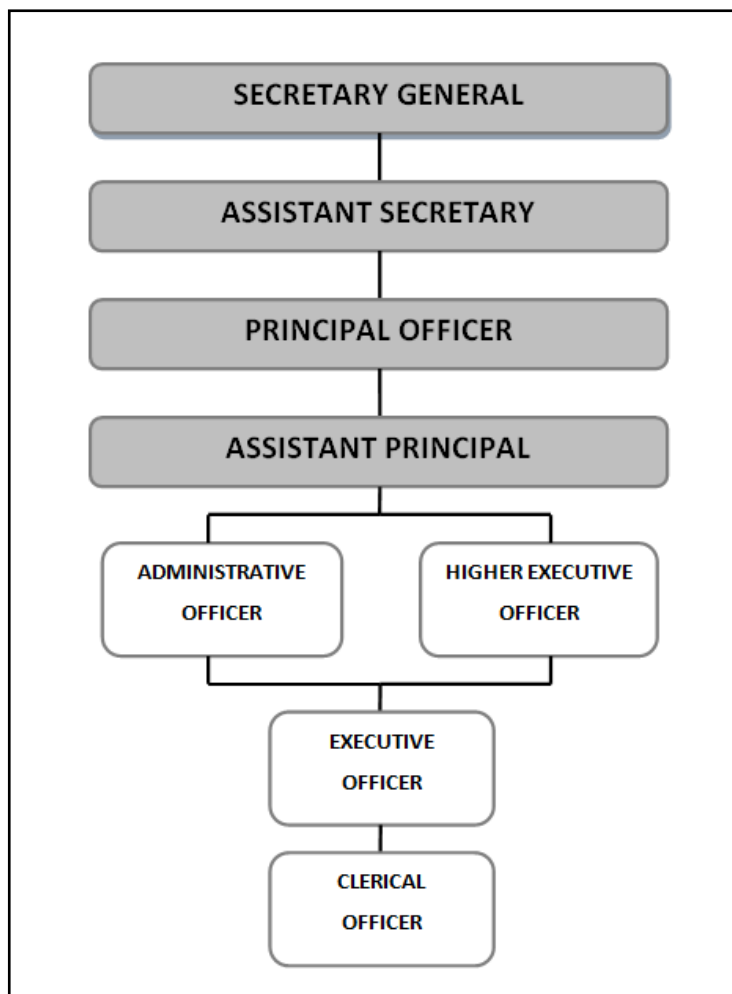
Canvassing

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

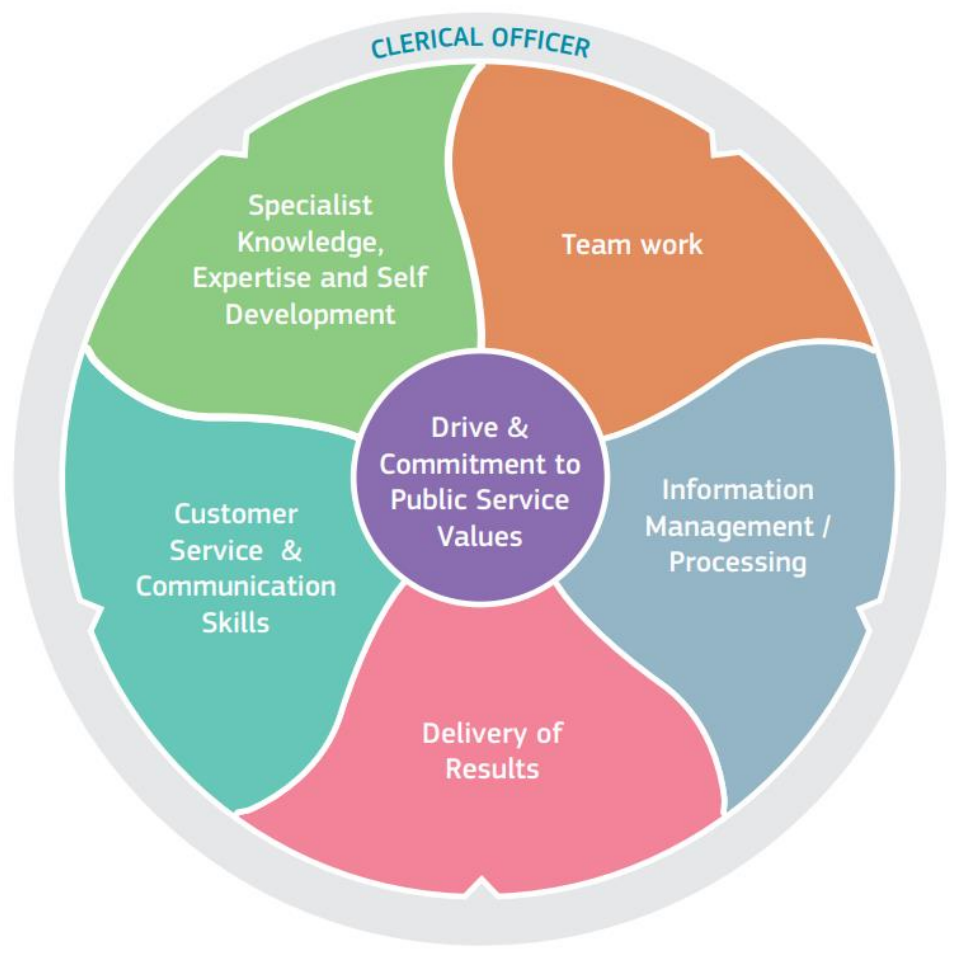
Other

Elements of the selection process may be undertaken by other parties. In such circumstances it will be necessary for your information to be shared between PAS and these parties in order for your application to be processed.

Appendix 1: Civil Service General Grade Structure



Appendix 2: Key Competencies for effective performance at Clerical Officer level



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 their 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

