

INFORMATION BOOKLET FOR CANDIDATES

**Temporary Clerical Officer
in the Civil & Public Service 2019**

Competition ID: 18259603

**Closing Date:
3.00pm on Monday, 10th December 2018**

This competition will be conducted 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) this code is available on www.cpsa.ie

The Public Appointments Service is committed to a policy of equal opportunity.

Helpdesk Contact Details:

Email: TCO2019@publicjobs.ie

1. Introduction

Public Service bodies, including the Civil Service and certain public service agencies may, from time to time, require temporary clerical staff to fill full-time temporary vacancies in various locations throughout the country.

Requests to fill many of these vacancies are undertaken through the Public Appointments Service (PAS). To facilitate possible demands, PAS will initiate a selection process to fill vacancies should they arise in particular areas.

While temporary vacancies may arise at various times and for various reasons, many of the vacancies occur during the summer period. The terms and conditions, including the duration and period of temporary contracts offered will vary from post to post. Please note that a standard contract duration is for an eight-week period.

2. The Role

The duties of Temporary Clerical Officers (TCOs) may vary depending on the nature of work carried out by the employing organisation. This involves such clerical/administrative tasks which may be assigned to the employee from time to time by the organisation.

The following outlines the type of work that you may be required to undertake, if appointed.

- General clerical duties e.g. filing, photocopying, answering/making telephone calls, dealing with e-mails, reception desk, etc;
- Supporting line-managers and colleagues
- Working as part of a team in delivering services
- Dealing with the public/customers e.g. responding to queries and providing information;
- Use of Information Technology e.g. word processing, spreadsheets, database, e-mail and internet.
- Routine accounts work

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

3. Entry Requirements and Eligibility

Candidates must have:

- (a) previous relevant work experience, preferably in a customer service office environment;
- (b) appropriate level and experience of relevant ICT Skills, e.g. proficiency in Word, Excel, e-mail etc;
- (c) 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;
- (d) fulfil the requirements set out below as to age, citizenship, health & character.
 - be at least 16 years of age (i.e. born on or before **10th December 2002**).

- **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 required. Some posts will also require special security clearance. In the event of potential conflicts of interest, candidates may not be considered for certain posts. Please note that all communications to PAS or Employing Authority may be taken into consideration and any unwarranted communications or behaviour may result in your application receiving no further consideration.

It is important that candidates list their previous civil or public service employment, if they have availed of a voluntary redundancy or retirement scheme and/or are in receipt of an ill-health retirement pension. Failure to do so could lead to disciplinary action. Returning to employment in the civil service may have implications for the payment of any existing public service ill-health or other pension. Applicants should check the position with their previous employer.

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. Submitting an Application

Please note that the application process for the TCO 2019 competition has changed from previous Temporary Clerical Officer Competitions as outlined below.

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

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

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	

You should only make a location choice where you would be prepared to work if offered an appointment. **Changes to your location choice will not be permitted after the closing date.** Vacancies for which you may be considered will extend only to a city/town in your chosen county. Candidates should be aware that vacancies may not arise in all of the above locations while this panel is active. Once a candidate has been assigned, they are removed from the panel.

Candidates who wish to be considered for positions which may arise (in accordance with their availability preference outlined on the application form), **must** be available for the full duration of the contract offered. Holidays/Events are not taken into consideration. Candidates who indicate that they are available from 'June to September' or 'All Year' should be available for the entirety of that period.

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 & time for receipt of completed applications is **3pm on Monday, 10th December 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 TCO2019@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.

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 TCO2019@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.

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.

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 regularly check their 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 Public Appointments Service (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 competition, 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.

5. Selection Process

Please note that the selection process for the TCO 2019 competition has changed from previous Temporary Clerical Officer Competitions as outlined below.

The selection methods used to select successful candidates for positions may include one or more of the following:

- Completion of an on-line Assessment Questionnaire;
- Assessment/ aptitude test(s) and /or exercise(s);
- Competitive Interview/telephone interview(s)

Prior to recommending any candidate for appointment all such enquiries as are deemed necessary to determine the suitability of that candidate will be carried out.

Stage 1- Online Assessment Questionnaire

Online Assessment Questionnaire Completion Date

The onus is on you to ensure that you complete and submit the Online Assessment Questionnaire before **12 noon on Wednesday, 19th December 2018**

The Online Assessment Questionnaire will take up to 90 minutes to complete.

If you do not receive the link to the Assessment Questionnaire by 3pm on Thursday 13th December 2018 please contact us at TCO2019@publicjobs.ie

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

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

Candidates will be given specific time windows in which to complete the questionnaire. A link to the actual online assessment 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.

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. We do not recommend that you take the Questionnaire on a smart phone, mobile or tablet device. The onus is on the candidate to ensure they have a suitable environment/equipment to complete and submit the Questionnaire.

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

Before commencing the Questionnaire, it is important to note the following:

- Candidates must complete the Assessment Questionnaire on their own behalf; responses may be verified at Stage 2- Competitive Interview should they come under consideration. Please note that candidates will be deemed unsuitable at Stage 2- Competitive Interview should discrepancies be identified between responses given in the Stage 1- Online Assessment Questionnaire and from the responses given at Stage 2- Competitive Interview. Documentary evidence confirming certain responses will be required on request.
- A third party must not personate a candidate at any stage of the process – see Appendix 1 "Important Information".

Candidates will be ranked on an order of merit on the outcome of the Assessment Questionnaire and this ranking (within their chosen location) will determine if/when they may be invited to the next stage of the selection process. You will receive further information regarding Stage 2- Competitive Interview should your place on the order of merit be reached (See Appendix 1 on Page 11 for competency details). Please note that candidates will be ranked on an order of merit on the outcome of the Stage 2-Competitive Interview.

6. Sample Conditions of Service

(Please note the terms shown below relate to the temporary clerical officer role in the civil service and 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).

Pay

€447.27 (Effective from 1st October 2018)

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.

Annual Leave

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

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 established appointment to certain positions within the Civil Service in certain limited circumstances.

Any process will be held in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice for *Atypical Appointments to positions in the Civil Service and certain Public Bodies*.

Hours of Attendance

Hours of Attendance are as fixed from time to time but will amount to not less than 43 hours and 15 minutes per week in the case of a full time position.

Duties

You will be required to perform any duties which may be assigned to you from time to time as appropriate to the temporary Clerical position.

Outside Employment

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

Headquarters

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

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.

The appointee will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due under the Social Welfare Acts direct to the employing Department or Organisation and payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs and Social Protection within the required time limits.

Superannuation

Successful candidates 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, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Retirement of civil servants is dealt with in section 13 of the Act.

7. **General Information**

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.

Please note that for certain posts candidates must be 18 years of age or above.

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.

Confidentiality

Subject to the provisions of the Freedom of Information Acts 2014, the Data Protection Acts 2018, 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.

Deeming of candidature to be withdrawn

Candidates who do not complete and submit the Online Assessment 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 as specified. A candidate will be withdrawn from the competition should they fail to supply references within 5 days of their interview date.

The majority of vacancies are short term and may need to be filled with immediate effect. Therefore, if you are not contactable, you will be removed from the panel and PAS will immediately progress to the next available candidate.

Reschedule Requests

Stage 2 Interview reschedule requests must be emailed to TCO2019@publicjobs.ie within the booking window as specified in the invitation message and 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.

Candidates who are rescheduled will be scored with their rescheduled batch and will not be reinserted into their original batch.

Panel Management & Declining an Offer of Appointment

Panels will be formed per location choice after Stage 2- Competitive Interviews. Candidates will be assigned to positions per location choice in accordance with their place on the order of merit and their availability as indicated on their application form. Please note that placement on a panel is not a guarantee of appointment to a position.

Candidates may decline an offer of appointment due to the post being situated 45 kilometres or more from their home address as indicated on their Publicjobs.ie profile, in which case, they will retain their order of merit and be offered the next available vacancy should one arise.

Candidates who cannot accept an offer of appointment when you are reached on the order of merit, will maintain their place on the order of merit, however, will not come under consideration again until such a time that all candidates have been assigned within that batch.

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.

References (Required at Stage 2- Competitive Interview)

1. You will be required to submit **TWO** typed Employer References from the past 3 years. One of which must be from your most recent employer. The references must provide information on your performance, dates of employment and your behaviour in a work context. A statement of employment is not sufficient and will not be accepted.

If you cannot provide a work experience reference as outlined above, a Character Reference from someone well acquainted (but not related) to you e.g. School/University/Volunteer Group/Sports Club. This may not include members of the House of the Oireachtas or members of An Garda Síochána.

2. If you have previously worked as a TCO in a Civil Service Department or Government Agency within the last 3 years, you supply a reference. This must provide information on your performance, dates of employment and your behaviour in a work context. A statement of employment is not sufficient and will not be accepted.

Please note that all references must be typed on headed paper (where applicable), dated and signed. Handwritten references will not be accepted. All references must be originals i.e. Scans or Photocopies will not be accepted. References dated more than 3 years old will not be accepted. The onus is on the candidate to ensure they supply the references within the timeframe as specified by PAS. A candidate will be withdrawn from the competition should they fail to supply references within 5 days of their interview date.

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:

The PAS will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. These review procedures can be found using the following link

http://www.publicjobs.ie/restapi/documents/1893106_Review_Procedures_in_relation_to_the_Selection_Process.doc

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

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the test material, e.g. through social media or any other means, may result in you being disqualified from the competition.

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

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.

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

Please note that all assessment materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options) or associated materials 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.

Canvassing will Disqualify

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