



Comhairle Contae Chill Dara  
Kildare County Council

## **Candidate Information Booklet**

**PLEASE READ CAREFULLY**

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

**This is a rolling competition, there will be no closing date for receipt of completed application forms.**

**Applications will be processed in order of receipt of completed applications.**

***Kildare County Council is committed to a policy of equal opportunity.***





# Comhairle Contae Chill Dara Kildare County Council

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## Introduction

Kildare County Council is one of 31 Local Authorities in the Republic of Ireland. The Council has responsibility for the delivery of a wide range of services which are necessary to the physical, economic, social, and cultural life of County Kildare, with a focus on making Kildare an attractive place to live, work and invest.

The following comprise the areas of service delivery in Kildare County Council:

- Economic & Community Development
- Local Enterprise
- Planning
- Cultural & Recreational Services
- Infrastructure
- Water Services
- Housing
- Fire & Emergency Services
- Environment
- Finance
- Information Services
- Corporate Services
- Human Resources

This is an opportunity to gain employment in the role of Clerical Officer with Kildare County Council.

### The Position & Role

The Clerical Officer is the entry-level administrative grade in Local Authorities (LA's) in Ireland. Clerical Officers are deployed across a vast range of services throughout the local authority providing a vital role through a range of administrative duties. To become a Clerical Officer, candidates must demonstrate a good general educational standard and be efficient and customer focused.

Clerical Officers make a valuable contribution to the provision of the Local Authority's services. This role is a key support position within the Council, providing a comprehensive general administrative and clerical support to a section or department.

The Clerical Officer works as part of a multidisciplinary team assisting with the implementation of work programmes to achieve goals, targets and standards set out in Departmental and Team Development Plans and to deliver quality services to internal and external customers.

He/she will also be required to operate the Local Authority's existing and future ICT systems as part of their work. Clerical Officers provide a point of contact for customers

to carry out their business and access information about the Council's services. The Clerical Officer is expected to carry out their duties in a manner that enhances public trust and confidence.

### **The Competition**

The purpose of this recruitment campaign is to form a panel for Kildare County Council from which permanent and temporary posts may be filled at Clerical Officer Grade as vacancies arise.

### **The Candidate**

The Candidate Should Demonstrate:

- Knowledge and understanding of the functions of a Local Authority
- Understanding of the role of a Clerical Officer
- Relevant administrative experience and clerical skills
- Strong interpersonal and communication skills
- Conscientious & resilient
- Strong customer service ethos
- Ability to work effectively under pressure
- Excellent organisation & task management skills
- Experience of working as part of a team
- High level of attention to detail and accuracy
- Knowledge and experience of operating ICT systems.

### **Duties and Responsibilities**

The duties shall be such clerical/administrative and secretarial as may be assigned to the employee from time to time by the Local Authority and will involve:

- General clerical, administrative and customer service duties which may include but are not limited to:
  - Dealing with members of the public at a variety of levels through various means of communication
  - Processing applications for service in accordance with Council's policies, procedures, and plans
  - Carrying out a range of administrative tasks including photocopying, preparing letters/documents/presentations for public circulation, typing, minute taking, report/return preparation, filing, arranging meetings, receipting/balancing payments including cash, handling internal and external mail.
  - Operation of the financial system and other local government systems.
  - Processing of invoices, filing, photocopying, scanning, etc.

- Front of house counter duties (including reception cover, customer service desk, motor tax desk, housing desk, planning desk, etc.)
  - Dealing with correspondence for the section
  - Collating data/information for reporting
  - Assisting in the implementation of operational work activities and supporting Line Managers and colleagues
  - Use of Word, Excel, Outlook etc.
  - Participating in the duties required as part of the Organisational response to Climate Action to promote & ensure capacity building, empowering change and delivering action
  - To act, as required, for an employee of a higher grade
- And any other such duty as may be assigned from time to time.

## Qualifications

### **Character:**

Each candidate must be of good character.

### **Health:**

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### **Education, Training and Experience etc.:**

Each candidate must, on the latest date for receipt of completed application forms: -

(a) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certification Vocational Programme.

**or**

(b) have passed an examination of at least equivalent standard;

**or**

(c) have had at least two year's previous service in the office of Clerical Officer, Clerk/Typist (Clerical Duties), Clerk Typist (Typing and Clerical Duties) or Clerk/Typist under a local authority, or health board in the State;

**or**

(d) have satisfactory relevant experience which encompasses demonstrable equivalent skills

## Competencies for the post of Clerical Officer

Key Competencies for the post include the following and candidates will be expected to demonstrate sufficient evidence within their application form of competence under each of these. Please take particular note to these when completing the application form as any short-listing or interview processes will be based on the information provided by the candidates:

|   |   |
|---|---|
| <b>Information Management &amp; Processing</b>      | <ul style="list-style-type: none"> <li>• Demonstrates Organisational skills</li> <li>• Ability to understand and adhere to procedures and processes</li> <li>• Demonstrates proficiency in the use of Information Technology</li> <li>• Collating data and information processing</li> <li>• Analytical and reporting skills</li> </ul>   |
| <b>Team Working</b>                                 | <ul style="list-style-type: none"> <li>• Inter-personal skills and ability to communicate effectively with a wide range of stakeholders</li> <li>• Develop and maintain good working relationships within teams</li> <li>• Demonstrate dignity and respect for colleagues</li> <li>• Understand own role and personal contribution within a team</li> </ul>   |
| <b>Delivering Results</b>                           | <ul style="list-style-type: none"> <li>• Takes responsibility for delivering quality work in a timely manner</li> <li>• Assesses and prioritises workloads</li> <li>• Ensures accuracy and high standards in work delivered</li> <li>• Flexibility in approach to work</li> <li>• Adapts quickly to change and new ways of doing things</li> <li>• Uses initiative and is self-motivated when required</li> </ul>                   |
| <b>Customer Service &amp; Communications Skills</b> | <ul style="list-style-type: none"> <li>• Communicates clearly</li> <li>• Demonstrates positive customer service attitude</li> <li>• Is respectful, courteous, and professional and remains composed even in challenging situations</li> <li>• Actively listens and tries to understand needs and perspectives of others</li> </ul>  |
| <b>Personal Effectiveness</b>                       | <ul style="list-style-type: none"> <li>• Sound knowledge and understanding of the Local Authority, its services and role of Councilors</li> <li>• Commitment to self-development and improving skills and knowledge base</li> <li>• Be open to taking on new challenges or responsibilities.</li> <li>• Brings enthusiasm and commitment to their role.</li> <li>• Be positively motivated to deliver a quality service.</li> </ul> |

## **Particulars of Employment**

### **The Post**

The post is wholetime (i.e., 35 hours per week) and appointment may be permanent or temporary.

### **Location**

Kildare County Council reserves the right to assign the successful candidates to any premises in use by the Council, now or in the future.

The person appointed will be required to report to their place of work by their own means of transport and at their own expense.

### **Commencement**

Kildare County Council shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such period, or such other longer period as the Council in its absolute discretion may determine, Kildare County Council shall not appoint them.

### **Working Hours**

The current working hours are 35 hours per week, Monday to Friday. Kildare County Council reserves the right to alter the hours of work from time to time in line with Government Circulars.

All hours worked are subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997, and the Organisation of Working Time Regulations, 2001. Kildare County Council requires employees to record their hours using a Clocking system.

### **Reporting Arrangements**

Clerical Officers report directly to the appropriate supervisor in the Section or to any other employee of Kildare County Council as the Director of Services or other appropriate employee may designate for this purpose.

A system of regular appraisal will be operated during employment, which will involve discussions between the employee and the line manager regarding performance and conduct.

### **Probationary Period of Employment**

Where a person is permanently appointed to Kildare County Council, the following provisions shall apply –

- a) there shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- b) such period shall be twelve months, but the Chief Executive may, at their discretion, extend such period;

- c) such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;
- d) the period at (a) above may be terminated on giving one weeks' notice as per the Minimum Notice and Terms of Employment Acts;
- e) there will be assessments during the probationary period.

### **Remuneration**

The current salary scale for the post of Clerical Officer (Grade III) is €27,896 – 29,611 – 30,035 – 30,891 – 32,143 – 33,397 – 34,651 – 35,561 – 36,594 – 37,789 – 38,638 – 39,825 – 41,019 – 43,265 – LSI 1 44,860 gross per annum. The rate of remuneration may be adjusted from time to time in line with Government Circulars.

On appointment successful candidates will be placed on the first point of the salary scale. Appointment to a higher point of the salary scale may apply to candidates employed elsewhere in the public service, subject to verification of service history.

Remuneration is paid fortnightly by PayPath directly to the employees nominated bank account. The current wage pay cycle may be revised during the period of employment. Remuneration is subject to all statutory deductions, e.g., P.A.Y.E. and P.R.S.I. Increments are paid annually subject to satisfactory attendance, conduct and performance and national agreements. Increments may be withheld if performance, attendance and/or conduct are not satisfactory.

### **Superannuation & Retirement**

A person who becomes a pensionable employee of the County Council will be required in respect of their Superannuation to contribute to the Local Authority at the appropriate rate.

The terms of the Local Government Superannuation (Consolidation) Scheme 1998 as amended or the Public Services Superannuation (Miscellaneous Provisions) Act 2004 or the Public Service Pensions (Single Scheme & Other Provisions) Act 2012 will apply as appropriate on appointment.

Retirement age for employees is dependent on their relevant contract of employment, with due consideration being given to the rules of the Superannuation Scheme to which they belong.

- For appointees who are deemed not to be “new entrants” as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, retirement is compulsory on reaching 65 years of age.
- The minimum retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004 is 65. There is no mandatory retirement age.

- Effective from 1st January 2013, The Single Public Service Scheme applies to all first-time new entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks:
  - Retirement age is set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028.
  - Compulsory retirement age will be 70.

### **Annual Leave**

The current annual leave entitlement for Clerical Officer is 27 days per annum, increasing to 29 days per annum after five years' service, in accordance with the Council's Annual Leave Policy.

The Chief Executive of Kildare County Council retains autonomy regarding office closures, (e.g., Christmas Office Closure), any days arising from such closure will be reserved from the employee's annual leave entitlement. Proposed office closure days will be reviewed and advised to all employees each year.

### **Residence**

The person holding the office must reside in, or at an address convenient to the Local Authority, as approved by the Chief Executive.

### **Outside Employment**

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

### **Code Of Conduct/Organisation Policies**

Employees are required to adhere to all current and future Kildare County Council codes of practice including Code of Conduct of Employees and all current and future organisational policies including, but not limited to Health and Safety, Communications, Data Protection, Equality, Staff Mobility, Attendance Management and Use of Electronic Equipment.

### **Training**

Employees are required to attend and participate fully in training programmes as may be decided by the Council from time to time and to apply their learning in the course of their daily working activities.

### **Health and Safety Regulations**

Kildare County Council as an Employer is obliged to ensure, so far as it is reasonably practicable the Safety, Health and Welfare at Work of all its employees. Under the Safety, Health and Welfare at Work Act 2005, the County Council has a legal duty to exercise all due care and take all protective and preventative measures to protect the Safety, Health and Welfare of its employees.

All employees also have a legal obligation under Safety and Health legislation to cooperate with management and not engage in any improper conduct or behaviour or do anything, which would place themselves or others at risk.

### **Canvassing**

Any attempt by a candidate, or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise influence in the candidate's favour, any member of the staff of the County Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

### **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.**

### **Communications**

Kildare County Council will contact you, when necessary, at each stage of the competition by email. It is strongly recommended that you only submit one email address with the application form, and that you do not change your email address during this recruitment campaign, as any email will be sent to the email address originally supplied on your application form. It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform the Human Resources Department of any change in email address throughout the recruitment and selection campaign. This can be done by emailing [jobs@kildarecoco.ie](mailto:jobs@kildarecoco.ie). The onus is also on each applicant to ensure that s/he is in receipt of all communication from the Council. Kildare County Council does not accept responsibility for communications not accessed or received by an applicant.

The personal information collected on the application form, including any attachments, (which may include the collection of sensitive personal data) is collected for the purpose of processing this application and any data collected is subject to Kildare County Council's privacy statement which can be found at [Click Here](#)

### **Before You Proceed**

Before proceeding you should satisfy yourself that you meet the requirements for the post as set out in Page 6 of this booklet. This will prevent you from incurring unnecessary expense in progressing in the competition.

## Shortlisting

Kildare County Council reserves the right to shortlist applications. Shortlisting may take the form of either a desktop-shortlisting process (based on the information provided by the candidate in their completed application form) or a shortlisting interview.

The information you supply in the application form will play a central part of the shortlisting process. Kildare County Council's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

The shortlisting board will examine the application forms against pre-determined criteria based on the requirements for the position. It is therefore in your own interest to provide a detailed and accurate account of your relevant qualifications/experience on your application form. Based on examination of the application form, the shortlisting board will select those who appear to be most suitable for the position.

You will be contacted in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification.

## Interview Stage

### Interview Process

The interview is your opportunity to provide evidence of your knowledge, skills and experience and the Local Authority's opportunity to assess your suitability for the role as advertised.

Candidates will be assessed at the interview under five main competencies.

- 1. Information Management & Processing**
- 2. Team Working**
- 3. Delivering Results**
- 4. Customer Service & Communications Skills**
- 5. Personal Effectiveness**

A list of these competencies and key indicators are included on page 6.

Candidates must achieve a minimum 50% of the total marks available in each of the competencies outlined above at interview in order to meet the qualifying standard.

Kildare County Council may at their discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as Kildare County Council considered appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by Kildare County Council. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed Qualifications and any other relevant matters. Only candidates who reach such a standard as Kildare County Council consider satisfactory in the competitive interview shall be considered for selection and placed on a panel.

### **Feedback**

Candidates shall be notified of the outcome of each stage of the selection process as soon as possible.

If, following the interview, a candidate is placed on a panel they shall be informed of their marks and position on the panel.

### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview when and where required by Kildare County Council, or who do not, when requested, furnish such evidence as required by Kildare County Council within the specified timeframe, regarding any matter relevant to their candidature, will be deemed to have withdrawn their application from the competition.

### **Pre-Employment Checks**

Before contracts of employment are agreed, various checks are undertaken. These include medicals, references, verification of qualifications and may include Garda vetting.

### **Confidentiality**

Kildare County Council, in its recruitment and selection procedures, has appropriate measures in place to protect the confidentiality of all applicants. All enquiries, applications and other aspects that form part of the recruitment formalities are treated as confidential and are not disclosed to anyone, outside of those directly involved in the recruitment process - subject to the provisions of the Freedom of Information Acts.

Records created, maintained, and stored by Kildare County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Kildare County Council shall comply with the National Records Retention Policy and any other relevant records retention policies.