



Comhairle Cathrach & Contae Phort Láirge
Waterford City & County Council

CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

CLERICAL OFFICER SUPPLEMENTARY PANEL

CLOSING DATE: 4PM ON TUESDAY, 29TH NOVEMBER, 2022

Waterford City & County Council is committed to a policy of equal opportunity

Human Resources Department, Waterford City & County Council,
Civic Offices, Dungarvan, Co. Waterford.

Telephone Number: 058 22037

JOB DESCRIPTION

Waterford City & County Council invites applications, on the official form, from suitably qualified persons who wish to be considered for inclusion on a panel from which short to medium term temporary vacancies for **Clerical Officer** may be filled.

Background:

Waterford City & County Council provides a wide range of services including housing, planning and development, environmental, roads and traffic, leisure and community services. The Council is also structured to provide a number of support services to the organisation such as Human Resources, Finance, Information Communications Technology and Corporate Services.

Waterford City & County Council is divided into a number of administrative areas and Departments, each of which provides very specific services to the people of Waterford City & County. Local authorities are at the forefront in the ongoing process of modernisation in the public service.

For further information on Waterford City & County Council please log onto www.waterfordcouncil.ie

The Job:

Clerical Officers make a valuable contribution to the provision of the Council's services. The Clerical Officer will work 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. He/she will also be required to operate the Council's existing and future IT systems as part of their work.

As part of Waterford City & County Council's commitment to providing quality services to citizens, the Clerical Officer will assist in delivering a wide range of services across the organisation. Clerical Officers provide a point of contact for customers to carry out their business and access information about the Council's services.

A new competency framework has been developed for the position of Clerical Officer. Candidates will be expected to demonstrate sufficient evidence of such competencies within their application form and at interview. Any short-listing or interview processes will be based on the information provided by candidates on their application form:

CLERICAL OFFICER COMPETENCIES:

- **Planning and Organising work**
- **Customer Focus**
- **Team Working**
- **Communicating effectively**
- **Personal effectiveness**

The key competencies for the role area as follows:

COMPETENCY	
Planning and Organising Work	<ul style="list-style-type: none"> • Delivers a high standard of service • Manage time and work effectively • Takes initiative and is open to taking on new challenges or responsibilities.
Customer Focus	<ul style="list-style-type: none"> • Demonstrate positive customer service attitude • Represents the organisation positively and professionally when dealing with members of the public and other stakeholders
Team Working	<ul style="list-style-type: none"> • Develop and maintain good working relationships within team • Works as part of a team to ensure delivery of plans and schedules • Demonstrate dignity and respect for colleagues
Communicating Effectively	<ul style="list-style-type: none"> • Communicate clearly • Actively listen • Effective written and verbal skills
Personal Effectiveness	<ul style="list-style-type: none"> • Demonstrate knowledge and understanding about the local authority and the services it provides. • Personal motivation – strives to perform at a higher level • Maintain a positive, constructive and enthusiastic attitude to their role.

QUALIFICATIONS

The declared qualifications for the position of **Clerical Officer** are as set out hereunder:

Character:

Each candidate shall be of good character.

Health:

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

Education, 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. (At least Grade B in Foundation Level Mathematics and Grade C in Foundation Level Irish may be considered as equivalent to Grade D (or a Pass), in Higher or Ordinary Level, from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate 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.

PRINCIPAL CONDITIONS OF SERVICE

Duties:

The duties of the post are to give to the local authority and to

- (a) the local authorities or bodies for which the Chief Executive is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies referred to in sub-paragraph (a) of this paragraph under the general direction and control of the Chief Executive or of such officers as the Chief Executive may from time to time determine, such appropriate Clerical Officer, management, administrative, executive, supervisory, advisory and ancillary services as may be required by any local authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties and to exercise such powers, functions and duties as may be delegated to him or her by the Chief Executive from time to time including the duty of servicing all committees that may be established by any such local authority or body. The holder of the post will, if required, act for an officer of a higher level.

The duties of the **Clerical Officer** shall be such clerical/administrative duties as may be assigned from time to time by Waterford City & County Council. They shall include deputising, when required, for other employees of the Council and such duties as may be assigned in relation to the area of any other Local Authority, including but not limited to:-

- dealing with members of the public/customers;
- public counter/reception work;
- PC work - word processing, spreadsheets, database, e-mail and internet;
- inputting computer data;
- general clerical duties - filing, faxing, photocopying;
- handling mail;
- cashiering;
- processing invoices and payroll for payment;
- accounts - purchasing, creditors, debtors;
- secretarial work;
- taking minutes of meetings;
- drafting of letters and reports;
- interviewing customers, e.g. people applying for housing loans;
- carrying out such other duties that may be assigned from time to time.

The particular duties and responsibilities attached to these temporary positions may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The temporary post holder may therefore be required to perform duties appropriate to the post, other than those detailed above, and to take instructions from and report to, an appropriate Officer or such designated Officer as may be assigned from time to time by the Council.

Salary:

The salary scale for the position of **Clerical Officer** from is;

€26,614 – €43,425 (max)

Entry point to this scale will be determined in accordance with Circulars issued by the Department of the Environment, Community and Local Government.

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.

Rate of remuneration may be adjusted from time to time in line with Government Policy.

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the post shall pay to the Local Authority any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of the post or in respect of any services, which he/she is required by or under any enactment to perform.

Particulars of Position:

- (a) Waterford City & County Council reserves the right to, at any time, assign an employee to any Department now or in the future.
- (b) Waterford City & County Council reserves the right to, at any time, assign an employee to any premises in use by the Council now or in the future.
- (c) The holder of the post shall reside in the district in which his/her duties are to be performed or within a reasonable distance thereof.

Probation:

Where a person is recruited from this panel for temporary positions in Waterford City & 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) 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.

Superannuation Contribution:

A person who becomes a pensionable employee of a local authority who is liable to pay the Class A rate of PRSI contribution will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

A person who becomes a pensionable employee of a local authority who is liable to pay the Class D rate of PRSI contribution will be required in respect of his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration.

A person paying Class D rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the scheme.

A person paying Class A rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Employees are admitted to the Superannuation Scheme in accordance with the terms of the Local Government Superannuation (Consolidation) Act, 1998 and the Superannuation (Miscellaneous Provisions) Act 2004, with effect from date of appointment. This scheme is contributory and provides pension, retirement and death gratuities.

In order for a new entrant to the scheme to qualify for a pension, he/she must have served a minimum of two years employment in a local authority.

For new entrants under the **Single Public Service Pension Scheme**, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on career-average pay; pensions will be co-ordinated with the State Pension Contributory (SPC).

SELECTION PROCESS

Application Form:

Application forms must be completed and submitted through the on-line form available on the recruitment section of Waterford City & County Council's website [Waterford City & County Council : Human Resources : Recruitment \(waterfordcouncil.ie\)](http://www.waterfordcouncil.ie)

Recruitment:

Selection shall be by means of a competition based on an interview conducted by or on behalf of Waterford City & County Council. Waterford City & County Council reserves its right to shortlist candidates in the manner it deems most appropriate. Shortlisting may be on the basis of information supplied on the application form and the likely number of vacancies to be filled. **It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience/competencies on the application form.**

A clerical officer supplementary panel may be formed on the basis of interviews, from which temporary vacancies as they arise over the next 12 months will be filled. A candidate whose name is on a panel and who satisfies the Council that he/she possesses the qualifications declared for the post and that he/she is otherwise suitable may, within the life of the panel, subject to the appropriate Department of the Environment, Community and Local Government sanction, be offered a temporary position. The Council will not be responsible for any expenses candidates may incur in connection with their candidature.

Waterford City & County Council shall require any person to whom an appointment is offered to take up such appointment within a period of not more than two weeks and if he/she fails to take up appointment within such period or such longer period as the Council in its absolute discretion may determine, the Council shall not appoint him/her.

An applicant who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment offer or dismissal.

A candidate who does not attend for interview when and where required by the Council, or who does not, when requested, furnish such evidence as the Council requires in regard to any matter relevant to his/her candidature, will have no further claim to consideration.

Citizenship

Candidates must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) 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
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- (f) 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

Confidentiality:

Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strict confidence.

Canvassing:

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

Closing Date:

Completed online application forms must be submitted and received by **4.00pm on Tuesday, 29th November, 2022** to recruitment@waterfordcouncil.ie No other form of application will be accepted.

Data Protection (RECRUITMENT)

BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

The basis for processing your personal data is to progress your application for the position you have applied for with Waterford City & County Council under the Terms of the Employment (Information) Act 1994 and Human Resources policies and procedures.

Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, particulars of education, details regarding your record of employment and confirmation if you require an employment permit / visa / or work authorisation.

SHARING OF INFORMATION

Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied, with a designated shortlisting and / or interview board. If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File.

STORAGE PERIOD

Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired. Applications that are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested Waterford City & County Council will not be able to progress your application form for the competition.