

**Reference Number:** 05/2024

**Closing Date:** 12pm, 24th of May 2024

**NB:** Please ensure you have read the Candidates information Booklet in advance of completing the application form and that you are applying for the correct location i.e. NSSO Dublin

Application Form - Dublin

Open competition for appointment to the position(s) of

**Clerical Officer (CO)** in the National Shared Services Office (NSSO)

**Section A: Personal Details**

**Name and Work Details**

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
|  |

**Contact Details, you may be contacted by private email/mobile if provided**

|  |  |  |
| --- | --- | --- |
| **Email** |  |  |
| **Telephone** |  |

**Special Requirement**

*In order to facilitate your participation in this process give details of any special requirements/accommodations you may have:*

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| --- |
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**Declaration**

Having read the NSSO Clerical Officer Candidates Information Booklet and Application Form, I confirm that I meet the eligibility criteria for this competition.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Date:** |  |

*This front page will not be given to the shortlisting/interview board but will be held by the Chairperson*

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Email:** |  |

Section B: Overview of Employment

Please give details and particulars of employment that you deem relevant. Word count per position is 200 words

|  |  |  |  |
| --- | --- | --- | --- |
| Position Title |  | Employer |  |
| Dates: From – To |  |
| *Give details of your main responsibilities/tasks. Please do not go over 200 words* |

|  |  |  |  |
| --- | --- | --- | --- |
| Position Title |  | Employer |  |
| Dates: From – To |  |
| *Give details of your main responsibilities/tasks. Please do not go over 200 words* |

*Insert additional boxes as required*

**Section C: Examples of Skills and Competencies**

On the next pages you are asked to give examples, from your own experience, of the skills which are required for the CO role. Should you be called to interview, your examples will help form the basis of the questioning. You will find the skills (competencies) required for the CO role at the end of this document. It may help you to look at this before deciding on your responses/examples as it gives you bullet points on what is required.

**NB:** Please use **font size 11** and **1.5 spacing**. It is expected that your application will be formatted in a logical and legible way. Keep your responses to **no less than 200 words and no more than 350 words.** The following competencies may be assessed at interview, should you be called forward.

**Look at the competency framework at the end of the document before filling in these sections.**

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| 1. **Teamwork**
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| --- |
| 1. **Information Management / Processing**
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|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Email** |  |

**Font 11 and 1.5 spacing**

|  |
| --- |
| 1. **Delivery of Results including Drive and Commitment to Public Service Values**
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| --- |
| 1. **Customer Service and Communication Skills**
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|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Email** |  |

**Font 11 and 1.5 spacing**

|  |
| --- |
| 1. **Specialist Knowledge, Expertise and Self Development**
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|  |

**Section D: Educational and Continued Personal Development Details**

In the area below please outline your Qualifications and Continuing Professional Development (CPD) and/or training courses you deem relevant (if any). Please note you will not be scored on this information, again it is to give the selection board a rounded picture of your career.

|  |  |
| --- | --- |
| Title of Qualification, CPD or Relevant Training Course | School / College or training provider |
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*Please insert additional lines if required*

**Section E: Additional Information:**

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| --- |
| **If you have any further information you would like to give the NSSO please do so here:** |
|  |

**Section F: General Information**

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| --- | --- |
| Are you currently eligible to work in Ireland, if so, on what basis: |  |
| If you are offered a position from this competition how much notice are you required to give to your present employer (if applicable) |  |
| Have you previously worked in the Civil or Public Service and if so **where** and **how long for**: |  |

**Section G: Declaration**

Please Note: Candidates may be disqualified from consideration if they provide false or misleading information as part of their application. Canvassing will disqualify.

I confirm that all information provided in this application form is correct.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Date** |  |

|  |
| --- |
| **Clerical Officer Skills/Competencies** |
| **Teamwork** |
| * 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.
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| **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 and 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
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| **Specialist Knowledge, Expertise & 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
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| **Drive and 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
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