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| **Candidates Information Booklet**  **Clerical Officer**  in the National Shared Services Office (NSSO)  ***Reference Number:*** *05/2024*  ***Closing Date:*** *12pm on Friday the 24th of May**2024*  ***Website:*** *nsso.gov.ie*  ***General Queries:*** *01 4744651* |

***The National Shared Services is an equal opportunity employer***

**Clerical Officer (CO) in the NSSO**

**Overview of the Organisation**

The NSSO is the multifunction shared services provider of human resources, pensions, payroll and finance and accounting administration services to the Irish Civil Service. It follows a now accepted business model that is common in most large organisations and Government administrations around the world.

Since its establishment in 2012 as part of the Public Sector Reform Programme, the NSSO has a significant service mandate to support whole of Government shared service provision and has evolved to become one of the largest shared services operations in the State. The Office was established as a separate statutory body under the aegis of the Department of Public Expenditure, NDP Delivery and Reform in 2018.

The service functions include customer service support and operations that apply the Government’s Human Resources, pensions, payroll, and accounting policies on behalf of Government Departments and Offices. The NSSO plays an important role in the long-term professional development of the Civil Service and delivery of Government’s strategic priorities through modernised and innovative corporate function administration as set out in the Civil Service Renewal Strategy 2030.

The NSSO is a large scale well-established provider of HR, Pensions and Payroll, and Finance and Accounting administration (each function is led by an Assistant Secretary). The organisation has close to 900 staff currently, although this will grow further as services expand. It processes in excess of 4.5 million payroll, pension and travel payments per year, 250,000 HR transactions and over a million automated transactions through RPA, over 10,000 supplier payments, and responds to over 200,000 calls annually from civil and public servants and retirees. These volumes will grow further as the remaining waves of Government organisations migrate their finance and accounting administration to the NSSO’s Finance Shared Services by 2026.

The NSSO’s aim is to foster a strong culture that is collaborative, performance driven and people-focused. Its ambition is to be an increasingly progressive, trusted and professional organisation and a great place to work. The NSSO is committed to establishing a strong diverse and inclusive culture where all staff are supported in their role and afforded equal opportunity for development.

Our vision for the NSSO is to be a customer-focused, innovative and learning organisation, setting the standards for and trusted by others.

The values of our Office are:

* **People first:** The key to our success is our people, and we are committed to putting people, performance and development at the centre of what we do.
* **Process and digital innovation next:** We strive for process simplicity, and we foster a mind-set that is alive to continuous improvement.
* **Service excellence always:** Our aim is to deliver operational improvements and an agile customer experience rooted in our desire to be better and to meet our customers’ needs.

Our ambition is to be an increasingly progressive, trusted and professional organisation and a great place to work.

**Overview of the Role**

The nature of the work carried out by clerical staff may vary depending on the business being conducted by the employing organisation. It will involve such clerical/administrative tasks as may be assigned to the employee from time to time. The following reflects the typical duties you may be required to undertake, if appointed:

* 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
* Providing the highest quality standards in customer service
* Using Information Technology on a daily basis, e.g. word processing, spreadsheets, database, email 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

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

You will find details of the Clerical Officer role in some of the NSSO teams at Appendix A

### Entry Requirements and Eligibility

Candidates must, on the closing date:

* have the requisite knowledge, skills and competencies to carry out the role, and
* be capable and competent of fulfilling the role to a high standard, and
* have a good general level of education, and
* be at least 17 years of age on or before the closing date of 24th of May 2024 i.e. have been born on or before 24th of May **2007**, and
* fulfil citizenship, health and character requirements (see below).

### Location

The NSSO has offices in Deerpark and New Road Killarney, Renmore Galway, Clonminch Tullamore and Clonskeagh Dublin. We will be filling vacancies, as they arise, in each of these locations. Each of our offices have a number of different divisions e.g.

* **Dublin:** Human Resource Services, Customer Relations & Support Services, Corporate Services, I.T.
* **Killarney:** Payroll Services, Customer Relations & Support Services, I.T.
* **Galway:** Payroll Services, Finance Services, Customer Relations & Support Services
* **Tullamore:** Payroll Services, Finance Services, Corporate Business Services, I.T.

### How to Apply

All candidates should visit <https://www.nssojobs.com> to access the **application form** and further information on the competition. There will also be a link to the online application portal where all applications must be submitted.

**To apply, candidates must complete and submit an Application Form via the online application portal**. Only fully completed Application Forms submitted online will be accepted into the competition. Applications will not be accepted after the closing date.

**If you wish to apply for the CO in more than one NSSO location you will be required to complete a separate application form for each of the locations you are applying for**. While this booklet covers all four locations you should ensure you are using the correct application form before submitting it.

### Closing Date

The closing date for receipt of completed applications is **12pm on Friday the 24th of May 2024.** 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 publicsector@sigmar.ieincluding your name, competition title and contact details. Candidates should note that support will be available during office hours until the closing date.

**Selection Process**

Candidates will be required to undertake a number of assessment tests which are designed to identify their potential to fulfil a Clerical Officer Role. More detailed information in relation to the selection methods and confirmed dates will be made available to candidates as they progress through the process.

The selection methods used to select successful candidates for positions may include:

* Completion of an online Questionnaire;
* Online and/or paper-based assessment test(s);
* Interview(s);
* Any other tests/exercises deemed appropriate.

Applicants must successfully complete the application and assessment stage in order to be considered for advancement to the next stage of the selection process. The number to be called forward will be determined from time to time by the NSSO.

If you apply for other NSSO Clerical Officer posts, in multiple locations, you will only be required to sit the assessment test(s) and/or interview **once**. Prior to recommending any candidate for appointment, all such enquiries as are deemed necessary by the NSSO to determine the suitability of that candidate, will be carried out.

### Online Assessments

As indicated, the selection process may comprise a number of stages. The selection process may comprise an online questionnaire and/or aptitude test(s) (Verbal Interpretation test and Numerical Interpretation). Candidates must pass these in order to be progressed to the next stage of the selection process.

To facilitate candidates’ availability and circumstances, this stage of the process will be conducted online. 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.

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 ensure you access all online aspects of the process in an environment where access to the internet is not restricted and ensure that you will not be disturbed for the duration of the assessments(s). The onus is on you to ensure that you have full internet access to complete the assessment(s). You are advised to use a PC or laptop and to use a mouse you are familiar with. Do not attempt to take them on a smart phone, mobile or tablet device.

It is important to note that the email address you provide when applying must be one that you can access at all times. Candidates will be given a specific window of time in which to complete the assessment(s) and a link will be issued to your email in advance. Candidates who have not completed the online assessment(s) before the deadline will be deemed to be no longer interested in this competition and their application will receive no further consideration.

### Reasonable Accommodation at application and/or assessment stage

If you believe, for any reason, you may have difficulty in completing these assessments or have any special requirements you would like to discuss, you must contact Sigmar Recruitment - [publicsector@sigmar.ie](mailto:publicsector@sigmar.ie) in advance of testing.

Candidates who have indicated on their application form or profile that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide the NSSO with information to act as a basis for determining reasonable accommodations where appropriate. These reports must be forwarded to nsso@sigmar.ie

**Panels:**

Any panel arising from this competition may be used to fill positions as they arise. The panel(s) will remain in place for approximately 18 months however the decision to close or extend a panel will be at the discretion of the NSSO. Candidates are asked to only apply for the location in which they would be willing to take up duty should they be successful as a result of this competition. Appointments will be offered, in order of merit. Should a candidate refuse an offer, in a location of their choice, they will be removed from that panel. Once an offer of appointment is accepted candidates will be removed from all other panels, associated with this competition, and will no longer be considered for positions in other locations. The decision to accept or decline an offer must be made within 5 working days. If you are not in a position to make your decision within this time please contact [publicsector@sigmar.ie](mailto:publicsector@sigmar.ie).

**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(s). CO terms and conditions can be found at Appendix B.

Eligibility to compete and certain restrictions on eligibility

### Citizenship Requirement

Eligible candidates must be:

1. A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
2. A citizen of the United Kingdom (UK); or
3. A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
4. A non-EEA citizen who has a Stamp 4 vis1a[[1]](#footnote-1); or
5. 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
6. 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.

**To qualify candidates must be eligible 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. References will be sought. Some posts will require special security clearance and will require completion of a form for Garda vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts .

### Garda Vetting & Security Clearance

You will be required to complete and return a Garda eVetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. However, should your application for the competition be unsuccessful this form will be destroyed by the NSSO. If you subsequently come under consideration for another position, you may therefore be required to complete a further Garda eVetting Form. Special Security Clearance is a requirement for appointments to certain offices or departments.

If you have resided / studied in countries outside of the Republic of Ireland for a period of 6 months or more, it is mandatory for you to furnish a **Police Clearance Certificate** from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate **Police Clearance Certificate for each country you have resided** **in**. Clearance must be dated after the date you left the country. Candidates should be aware that any information obtained in the Garda Vetting process can be made available to the employing authority.

It is your responsibility to seek security clearances in a timely fashion as they can take some time. Candidates may not be assigned to a position unless this information is provided and the security clearance is satisfactory.

### 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.

**Employer of Choice**

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.

**General Information**

#### Admission to a competition

The admission of a person to a competition, or invitation to attend interview, or a successful result notice, is not to be taken as implying that the NSSO is satisfied that such a person fulfils all requirements of the competition and the role.

#### Appointments from panels

At the end of the selection process panels of qualified candidates are formed from which vacancies may be filled. This panel may remain in place for up to 18 months.

Should a vacancy arise and their place reached, candidates undergo the final clearance stage of the selection process. Prior to recommending any candidate for appointment to this position Sigmar and/or the NSSO will make all such enquiries that are deemed necessary e.g. employer references, garda vetting in order to determine the suitability of that candidate. Until all stages of the selection process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made. Candidates will be removed from all NSSO Clerical Officer panels once an assignment notice has issued.

#### Reschedule Requests

Reschedule requests will only be considered under exceptional circumstances as deemed acceptable by the NSSO (e.g. Bereavement/Illness). Please note that the NSSO may request supporting documentation as evidence.

#### References

Candidates who progress to the clearance stage will be required to provide references, details of this will be given to you in advance however you should consider who/where you would like to get your references from now.

#### Reasonable accommodations in the workplace

Candidates who require reasonable accommodations in the workplace must provide the NSSO with full details of these accommodations prior to a start date being agreed and/or taking up duty. Supporting medical documentation may be required in order to ensure the correct accommodations are in place where possible.

#### Non-Refund of Expenses

Any expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded.

#### Deeming of candidature to be withdrawn

Candidates who do not complete and/or submit assessment(s) before the specified date; or do not attend/undertake any subsequent stage of the selection process as requested will be deemed to have withdrawn from the competition and will have no further claim to consideration.

#### Declining an offer of appointment

Should the person recommended for appointment decline, or having accepted it, relinquish it, Sigmar and/or the NSSO may at their discretion, select and recommend another person for appointment on the results of this selection process.

#### Confidentiality

Subject to the provisions of the Freedom of Information Acts 1997 and 2003, the Data Protection Acts 1988 and 2003, and any security clearance and/or enquiries, all aspects of the proceedings, to the extent that they are managed by Sigmar and/or the NSSO, are treated in strict confidence and are not disclosed to anyone outside those directly involved in the selection process.

#### 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. Information submitted as part of this competition 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. All personal information and views submitted by you in competing in this competition will be held and used solely for the purposes of this competition.

#### Candidates' Rights – Review Procedures in relation to the Selection Process

For information on Review Procedures please view:

<https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf#page=null>

**Codes of Practice**

This competition will be held in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice, *“Appointments to Positions in the Civil Service and Public Service”.* The Codes reflect the following core principles:

* *Probity;*
* *Appointments Made on Merit;*
* *An Appointments Process in Line with Best Practice*;
* *A Fair Appointments Process Applied with Consistency*;
* *Appointments Made in an Open, Accountable and Transparent Manner*

Candidates should familiarise themselves with the contents of the Code of Practice including the provisions in relation to the responsibilities placed on candidates who participate in the recruitment and selection process. The Code of Practice may be accessed by visiting [www.cpsa.ie](http://www.cpsa.ie).

**Complaints and Requests for Review**

Complaints/requests for review will be considered in accordance with the procedures set out in Sections 7 and 8 in the Code of Practice. Such complaints/reviews should be emailed to hrcompetitions@nsso.gov.ie. Where possible the NSSO will attempt to initially deal with such matters informally as provided for in Sections 7 and 8. The onus is on the applicant to familiarise themselves with the codes of practice.

#### 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

Unsanctioned use of any type of recording equipment is not permitted as part of this competition. 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.

**Candidates should note that canvassing will disqualify**

**Appendix A – Examples of Some Clerical Officer Roles in the NSSO**

The role of Clerical Officer (CO) can vary depending on what team you are assigned too. On the following pages we have given you an overview of the CO role in some of our teams.

**Customer Relations and Support Service**

The role may include the following competencies and responsibilities:

* Actively contribute as a member of a team, including suggestions for continuous improvement
* Ability to adapt to change initiatives
* Good communication skills with colleagues and manager
* Support queries through the provision of information and advice to customers and clients (email and phone)
* Provide the highest quality standards in customer service
* Maintain high quality records in a thorough and organised manner
* Analyse data into meaningful information
* Work with colleagues on various projects from time to time
* Willingness to be trained on new systems and training and technology set-up
* Other responsibilities and tasks as required.

**Service Management**

The Service Management CO duties will include, but are not restricted to, the follow:

* Schedule and attend meetings with clients via conference call
* Minute taking
* Ensuring action points from meetings are followed up and resolved
* Monitoring incoming communications from HR clients via phone and email
* Liaising with NSSO colleagues to ensure swift resolution of client issues
* Managing the complaints process;

Duties may also include additional project work in the area of continuous improvement and the opportunity to develop project management skills.

**Comparison Audit**

The Comparison Audit Team was established to address issues of differences under specific headings that may arise in relation to employee data held on the NSSO systems:

* The Audits are performed to ensure that key data used in the NSSO corresponds.
* Where differences are identified, the clerical officer investigates the reason.
* Complies reports.
* Collaborate closely with colleagues across the NSSO
* HRMS which is used by HR Services and contains the employee records on which pay instructions are based; and
* COREPAY which is the system used by Payroll Services to manage payroll information.

**Quality Management**

The Quality Management Team ensures standard quality practices are upheld and engages with operational teams to create a quality culture and drive quality compliance across the organisation. Quality advisors support operational teams with a view to continuously improve processes and procedures within the NSSO.

The Quality Management’s clerical officers performs quality checks on a sample of cases processed by operational teams.

The Quality Management Team collaborates closely with operational teams within the NSSO with a view to improving on current processes and procedures. We also work closely with the Data Protection team to ensure team processes are complying with General Data Protection Regulations (GDPR).

The Quality Team carry out the following duties:

* Manage the quality system: designing and maintaining quality processes and procedures as required
* Manage quality control: monitoring results compiled by the Quality Team to ensure compliance with quality standards and identifying corrective actions.
* Provide Quality Assurance: evaluating overall performance and by carrying out quality assurance checks
* Collaborate with operational teams identifying ways of eliminating waste and improving efficiency
* Report to the Senior Management on the results of quality checks and data protection statistics.
* Compiling statistics and any other relevant information for feeding into quality reports that issue to Management.

# **ePMDS, eProbation & OneLearning**

The ePMDS, eProbation & OneLearning team provide a specialist customer helpdesk function for the systems used to manage performance, probation, and learning needs across the civil service. The role is to assist customers of the NSSO by providing information and assistance for use of the three self-service systems. This includes:

* Answering calls from customers from 9am to 1pm daily, on each of these three systems.
* Responding to customer queries by email and/or through our Case Management System.
* In the case of OneLearning, a ticketing system is used instead.
* Updating the ePMDS, eProbation, and OneLearning profiles of employees when needed.

**Data Protection**

The protection of personal data is of utmost importance to the NSSO and its correct usage and storage is crucial to its work. NSSO, as a data processor, recognises its duty of care to its client organisations and their staff, and accords such data the greatest level of confidentiality and security. Continuous improvement is central to the way we work.

The NSSO Data Protection team provides all staff with annual training in addition to induction training. Monthly data protection updates are also provided to management. The Data Protection Team work closely with the NSSO Data Protection Officer (DPO), and where appropriate, the Data Protection Commission and its client Government Departments/Offices in the furtherance of safeguarding and enforcing the privacy rights of all its customers in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

**HR Contact Centre**

The HR Contact Centre is the central customer service team for HR Services, most teams in Customer Relations & Support Services, and parts of Enterprise IT. We resolve 80% of queries at the first point of contact, referring the remainder to subject matter experts in NSSO operational teams. We also work closely with the Payroll Contact Centre. The role of the CO in the HR Contact Centre is to assist customers of the NSSO by providing information and direction on queries. This includes:

* Answering calls from customers from 9am to 1pm daily, on a range of HR and pension matters.
* Responding to customer queries by email and/or through our Case Management System.
* Additional specialist duties for more experienced staff, such as managing all-staff Alerts.

This role requires regular use of various software packages; however comprehensive training will be given.

**Payroll Contact Centre**

The role of the CO in the Payroll Contact Centre, is to assist customers of the NSSO by providing information and direction on queries. This includes monitoring the phone line and dealing with calls during the live hours. It also includes responding to customer queries via email. This often requires the use of various software packages which plays to those with strong computer or IT skills.

**Resignations & Retirements in HR Services**

The Resignation and Retirements team is responsible for the administration of pensions and exits for members of the Civil Service.  This is an exciting and fast paced section which provides plenty of opportunities for career progression. Clerical Officers are not required to have any prior pension knowledge as full training will be provided.

Responsibilities include:

* Calculation of pension benefits for officers or former officers planning to retire.
* Responding to queries on the various pension schemes by telephone and/or email.
* Processing incoming post.
* Calculating pension benefits for spouse & children pensions.
* Providing pension benefit estimates for family law purposes.
* Facilitating transfer and purchase of service.

**Leave & Absences Team HR Services**

The Leave and Absence teams are responsible for the administration of Leave and Absences for members of the Civil Service.  Clerical Officers are not required to have any prior knowledge as full training will be provided.

Responsibilities include but not restricted too:

* Processing Leave Types such as Annual Leave, Carers Leave, Maternity & Paternity Leave
* Processing both Certified and Uncertified Sick Leave Absences
* Responding to queries from customers by telephone and/or email.
* Processing incoming post.
* Calculating pay affected leave and absences.

**Pay Team in HR Services**

The Pay team is responsible for instructions sent to the Pay Centre for members of the Civil Service.  This is an exciting and fast paced section which provides plenty of opportunities for career progression. Clerical Officers are not required to have any prior payroll knowledge as full training will be provided.

Responsibilities include:

* Processing Leave cases such Parental Leave, Maternity Leave, Career Break etc;
* Calculating Promotions and Higher Duties Allowances.
* Processing pay affected absences and instructing the Pay Centre.
* Answering Civil Service Officers pay queries via phone and email.
* Processing New Hire, Transfer and Exit cases.
* Processing Data Clean Up and Comp Audit cases.

**Information on some of our Finance Roles**

**Accounts**

The Accounts Receivable Clerical Officer is a member of a larger team, they will raise and issue invoices, carry out the lodgement and receipting processes and action any dishonoured payments. They will be responsible for the Bank Reconciliation process, liaising with all stakeholders and relevant parties to reach key targets and deadlines.

The Accounts Receivable Clerical Officer will carry out the following:

* Raise and issue invoices
* Carry out the lodgement and receipting processes
* Action any dishonoured payment
* Bank Reconciliation process

**Payments and Cash Management**

The Payments and Cash Management Clerical Officer will support the processing of payments. This role involves:

* Escalating issues to relevant teams where issues are causing the payments and cash management processes to fail.
* Will work with the support team to ensure queries are resolved. They will support the processing of payments and ensure proper reconciliation of all payment accounts and escalate issues to relevant teams.

**Invoice Processing**

The Invoice Processing Clerical Officer will work under the Financial Operations Pillar. They will work with their team to carry out all invoice processing activities including:

* Capturing all invoices received
* Updating amendments to invoices received
* Querying any issues and creating invoice reports

**Interface Handling**

The Interface Handling Clerical Officer will work under the Central Accounting pillar. They will carry out the following activities:

* Create and update all key interfaces that the programme require.
* Update an interface register
* Resolve interface requests
* Answer any queries in a timely manner
* They will be required to plan, identify, approve, audit and close-out all key interfaces required, including keeping a log of all interfaces and any issues or problems that may arise.

**General Accounting & Fixed Assets**

The General Accounting & Fixed Assets Clerical Officer will work with their team who prepare and process key activities relating to the general ledger, reporting, fixed assets and inventory. The focus of this role is to

* Ensure that day to day transactions are processed.
* Ensure that General Accounting processes are followed centrally, reported correctly and in a timely manner with accurate reporting of all journals.

**Operations Support**

The Operations Support Clerical Officer will operate within the Service and Governance Team and they will assist in all areas that support operational readiness during the transition to Financial Shared Services. They will assist in the activities relating to meeting staff training requirements and staff resourcing.

**Appendix B - Principal Conditions of Service**

**General**

The appointment 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.

**Salary**

The salary for this position, rate effective from 01 January 2024 is:

Clerical Officer (PPC)

€555.90 €588.60 €596.90 €613.11 €637.03 €660.90 €684.76 €702.15 €721.85 €744.73 €760.83 €783.48 €805.98 €841.11 €868.70(LSI1) €881(LSI2)

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).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years satisfactory service at the maximum of the scale.

**Important Note**

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance increments may be payable in line will current Government 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.

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 and Probation**

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year from the date specified on the contract.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you:

1. Have performed in a satisfactory manner,
2. Have been satisfactory in general conduct, and
3. Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956 – 2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the Department/Office and you will be given a copy of the Department of Public Expenditure and Reform’s guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended and your probation period suspended.

* The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
* In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation, and
* Any other statutory provision providing that probation shall -

1. stand suspended during an employee’s absence from work, and
2. be completed by the employee on the employees return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

**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.

**Annual Leave**

The Annual Leave allowance is 22 days rising to 23 days after 5 years’ service and to 24 days after 10 years’ service, 25 days after 12 years’ service and 26 after 14 years’ service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

**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. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. Where extra attendance is necessary, overtime payments, or time off in lieu, will be allowed in accordance with the Civil Service overtime regulations

**Duties**

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

**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.

**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 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 Social Protection within the required time limits.

**Superannuation**

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](http://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.

An appointee who is not eligible for membership of a civil or public service pension will be facilitated should they wish to make voluntary deductions from their remuneration to a Standard PRSA established by their employer.

**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 his/her 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 his/her 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](https://hr.per.gov.ie/wp-content/uploads/2020/06/Ill-Health-Retirement-linked-document.pdf) or upon request to 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 (main scheme and spouses’ and children’s 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](http://www.singlepensionscheme.gov.ie)

**Secrecy, Confidentiality and Standards of Behaviour**

**Official Secrecy and Integrity**

The officer will during the term of the appointment be subject to the provisions of the Official Secrets Act, 1963 as amended by the Freedom of Information Acts 1997, 2003 and 2013. 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 officer will be subject to the Civil Service Code of Standards and Behaviour.

**Ethics and Lobbying Acts**

The Ethics in Public Office Acts 1995 and 2001, as well as the Regulation of Lobbying Act 2015, will apply, where appropriate, to this employment.

**Prior approval of publications**

The officer will agree not to publish material related to their official duties without prior approval by the Minister.

**Political Activity**

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

**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.**

1. *Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.* [↑](#footnote-ref-1)