



INFORMATION BOOKLET FOR CANDIDATES

PLEASE READ CAREFULLY BEFORE APPLYING

**CLERICAL OFFICER
IN THE
CIVIL SERVICE**

CID 1662802

Closing Date: Thursday 16th June at 3.00pm

The Public Appointments Service (PAS) is committed to a policy of equal opportunity. The Public Appointments Service will run this campaign in compliance with the Code of Practice for 'Appointment to positions in the Civil Service and Public Service' prepared by the Commission for Public Service Appointments (CPSA) - available on www.cpsa.ie

PUBLIC APPOINTMENTS SERVICE, CHAPTER HOUSE
26 – 30 ABBEY STREET UPPER, DUBLIN 1

Telephone number: (353) 1 858 7730
Email: clerical2016@publicjobs.ie

Introduction

The Public Appointments Service (PAS) is the centralised recruiter for the Civil Service. Through this competition, PAS will establish panels of suitably qualified individuals from which clerical vacancies may be filled.

While it is likely that a greater number of vacancies will occur in Dublin, candidates may apply for positions in up to a maximum of 2 regions (see 'Regional Recruitment' for details).

Applicants for the Irish Language Stream

The Civil Service is fully committed to fulfilling obligations under the Official Languages Act. It is intended that vacancies arising which require staff to provide a full range of services through the Irish language (Functional Bilinguals), may be filled from this competition.

Candidates who indicate their interest on the application form and who are successful at the final selection stages will be required to undergo an assessment of their Irish language skills. They must achieve the required level in the Irish language, i.e. demonstrate a minimum Level B2 on the [Europass self-assessment framework](#).

The Role

The nature of the work carried out by clerical staff may vary depending on the business being conducted by the employing organisation. This 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, typing skills etc. Suitable candidates may be selected for the purpose of filling such vacancies.

Regional Recruitment

It is proposed to establish regional panels as set out in the table below from which vacancies will be filled, should they arise. While the majority of vacancies arising are based in Dublin, some may arise in locations in other parts of the country.

You should only select regions where you would be prepared to work if offered an appointment. Once you have submitted your region choice, changes will not be permitted.

If your place is reached and you are offered a position (whether you accept or not) you will, in the normal course, no longer be considered for any further position in that region. Assignment to a position will automatically eliminate you from being considered for positions in your other selected region. Please note, vacancies may not exist or become available in some or all of your selected regions.

On the application form candidates may select up to **a maximum of two regions**.

REGION SELECTION (UP TO A MAX OF 2)			
	Carlow		Longford
	Cavan		Louth
	Clare		Meath
	Cork		Monaghan
	Donegal		Mayo
	Dublin		Offaly
	Galway		Roscommon
	Kerry		Sligo
	Kildare		Tipperary
	Kilkenny		Waterford
	Laois		Wicklow
	Leitrim		Westmeath
	Limerick		Wexford

Irrespective of which of the specific Clerical Officer competition streams you applied for, you may only sit the various stages of the selection process, including interview, once. The scores you achieve will carry across all streams for which you applied and for which you come under consideration.

Entry Requirements and Eligibility

Candidates must:

- have the requisite knowledge, skills and competencies to carry out the role;
- be capable and competent of fulfilling the role to a high standard;
- have a good general level of education;
- be at least 17 years of age on or before 17th June 2016, i.e. have been born on or before 17th June, 1999;
- fulfil citizenship, health and character requirements (see below).

Citizenship, Health and Character

Citizenship Requirement

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

Health & Character

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must be of good character. Those under consideration for a position will be required to complete a health and character declaration and a Garda Vetting form. References will be sought. Some posts will also require special security clearance. In the event of potential conflicts of interest, candidates may not be considered for certain posts.

Garda Vetting

If an applicant comes under consideration for appointment s/he will be required to complete and return a Garda Vetting form. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided. If otherwise unsuccessful at the selection process, the Garda Vetting form will be destroyed by PAS. Therefore, if the applicant subsequently comes under consideration for another competition conducted by PAS, they may be required to supply this information again on that occasion.

Eligibility to compete and certain restrictions on 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 debarred from applying 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, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition

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. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-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) and the Minister's consent will have to be secured prior to employment by any public service body.

Declaration:

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. 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.

The Application and Selection Process

Practical Matters

- Applications should be made online through www.publicjobs.ie
- To apply, candidates must have a “user-account” on www.publicjobs.ie. If you have not already done so, you must register as a **‘New User’** to create your profile (register a new account).

If you cannot remember your profile details please do not create a second profile, this could invalidate your application.

How to contact us?

If you have ‘user name’ or ‘password’ issues please email us detailing your problem and giving your PPS number and a contact telephone number where you can be reached.

email clerical2016@publicjobs.ie

or

telephone (353) 1 858 7730 (office hours only)

Please do not confuse registering (creating a profile) with submitting an application. Once you have created a profile you must then access the application form, complete and submit it.

- Candidates must use their own valid email address. Email addresses from third parties will not be accepted and may invalidate your application. PAS will only communicate application information with the candidate and not with any third party.
- User Name and Password
It is important that you keep note of your username and password as you will need this information to access your publicjobs Messageboard.
- It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment campaign, as any email/text message will be sent to the email address/telephone number originally supplied (see also paragraph below ‘Publicjobs Messageboard’).
- Publicjobs Messageboard
Interaction with candidates during the selection process will primarily be conducted online. Public Appointments Service will send most communication through your Publicjobs Messageboard. Check your Messageboard on a regular basis as email notifications of updates/tests issued to your Messageboard may sometimes be filtered into your Junk/Spam email folders (or ‘Promotions’ in the case of gmail). You are also advised to check all these folders regularly.
- If invited to tests and/or interview, the onus is on each applicant to make themselves available on the date(s) specified by the Public Appointments Service.

The Public Appointments Service accepts no responsibility for communication not accessed or received by an applicant. They must ensure that they regularly check their Messageboard and access all communications from the Public Appointments Service.

How to Apply

Access www.publicjobs.ie and find the job posting listed “clerical positions”. Here you will find details on the post and the Information Booklet. Click on ‘Apply for position’ and you will be brought into the application form which you should complete in full and submit.

Once you have submitted your application form it is recommended that you return to your publicjobs account and confirm that it has been successfully submitted via **‘My Applications’**. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a *publicjobs* email has been blocked.

Only fully completed and submitted applications will be accepted into the campaign. The admission of a person to the competition, or invitation to undertake any element of the selection process, is not to be taken as implying that the PAS or other body is satisfied that such a person fulfils the essential requirements.

Only one application per person is permitted. Remember, you must include your PPS number when applying.

Closing Date for receipt of applications is:

Thursday 16th June at 3.00pm

It is suggested that you apply well in advance of the closing date in case you experience any difficulties.

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 be filtered into your Junk/Spam email folders (or promotions in the case of gmail). It is also recommended that you return to your publicjobs account and confirm that it has been successfully submitted via **‘My Applications’**. Any other queries regarding your application form should be emailed to clerical2016@publicjobs.ie. Candidates should note that support will be available during office hours until the closing date.

Selection Process

Candidates will be required to take tests which are designed to identify their potential to fulfil a clerical 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);
- Language tests (oral and/or written) e.g. in the case of applicants for the Irish stream;
- Interview(s);
- Any other tests/exercises deemed appropriate.

Applicants must successfully compete and be placed highest 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 PAS.

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

In the event of a shortlisting exercise being employed, an expert board will examine the information provided in your application form, assess it against the criteria based on the requirements of the position and decide if you will be shortlisted, relative to the other candidates applying for the position.

Guidelines on Test and Process

As indicated, the selection process may comprise a number of stages. Stage 1 will comprise online questionnaire and tests, as outlined below.

Online Assessments & Tests

Detailed information on each selection stage will be made available at the appropriate time to candidates being invited to that particular stage of the process. No other special preparation is required and past papers are not available.

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

To facilitate candidates' availability and circumstances, initial stages of the selection process will be conducted online, with later stages requiring attendance at a test/interview venue. Initial online assessments 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 tests within a secure IT network e.g. a network such as your work or college which may have firewalls or other security technology in place may cause you technical difficulties. You should consider taking your assessments in an environment where access to the internet is not restricted to the same level. **The onus is on you to ensure that you have full internet access to complete the tests.** You should ensure that you can complete the tests in a quiet environment where you can concentrate without being disturbed for the duration of the tests. It is advised to take the questionnaire and tests on a PC or Laptop. Candidates should not attempt to take the test on 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 specific time windows in which to complete the questionnaire and tests. A link to the actual online assessment tests will be sent to candidates' messageboards on publicjobs.ie in advance of the test-taking window. Candidates who have not completed the online test before the deadline will be deemed to be no longer interested in this competition and their application will receive no further consideration.

Your attention is drawn to Appendix 2 '*Important Information*'. If invited to progress through the selection process, a candidate may be required to sit tests in a supervised environment. If their performance is outside the expected scoring range from their unsupervised test, it will call into question the validity of their unsupervised test scores and they may be excluded from the selection process.

Candidates with Disabilities

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 PAS with information to act as a basis for determining reasonable accommodations where appropriate.

These reports must be forwarded to Fiona Lambert, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1 by close of business on **Monday, 20th June, 2016.**

IMPORTANT

Irrespective of which of the specific Clerical Officer competition streams you applied for, you may only sit the various stages of the selection process, including interview, once. The scores you achieve will carry across all streams for which you applied and for which you come under consideration.

You must attend for Stage 2 when invited, irrespective of the region choice you are being invited for. If you do not attend, your application for both of your region choices (and the Irish stream, where applicable) will no longer be considered.

Requests for a change to a candidate's allocated Assessment Centre session / Interview will only be considered in exceptional circumstances. Only one request to reschedule, at any stage of the selection process, will be permitted. Candidates must notify us of a request to reschedule within 3 days of call up notice.

Please note that in the case of the Irish stream, attendance will also be required at a separate assessment/interview through the Irish language.

If you are successful through to the final stage of the selection process and are assigned, you must be available to take up the post as offered. If you are not available, your application may receive no further consideration for that region.

Conditions of Service

General

The appointment is to an established post in the Civil Service and 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

Clerical Officer Personal Pension Contribution (PPC) as of 01 January 2016

€419.29	€447.97	€455.27	€469.48	€490.46	€511.39	€532.33
€553.25	€573.62	€593.99	€608.33	€628.49	€648.53	€679.78
€704.35	€715.62					NMAX
LS11	LS12					

This rate will apply where the appointee is a new entrant or is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

A different rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 who **is not required** to make a Personal Pension Contribution.

Long service increments may be payable after 3(LS11) and 6(LS12) 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 currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line with current Government Policy. (See Haddington Road Agreement paragraph 2.19.)

Tenure

It is intended to fill permanent posts through this competition.

Probation

Candidates must satisfactorily complete a probationary period before a permanent appointment can be confirmed. Specific terms of probation are a matter for each employing organisation.

Annual Leave

The Annual Leave allowance is 22 days rising to 23 days after 5 year's service and to 24 days after 10 year's 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 as fixed from time to time. Typically hours will be of the order of 43.25 hours per week. The position holder will be required to work a five-day week. Hours of attendance will be as specified by the employing Department/organisation.

Duties

Appointees will be required to perform any duties which may be assigned to them from time to time as appropriate.

Outside Employment

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

Headquarters

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

Sick Leave

Pay during properly certified sick leave absence will apply, in accordance with the provisions of sick leave circulars.

Superannuation and Retirement

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, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Key provisions attaching to membership of the Single Scheme are as follows:

a. Pensionable Age

The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

b. Retirement Age:

Scheme members must retire at the age of 70.

c. Pension Abatement

- If the appointee was previously employed in the Civil Service and is in receipt of a pension from the Civil Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements

will 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.

- If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. **This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.**
- **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 that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

d. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However the key exception case (in the context of this competition and generally) is that **a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme**. In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below:

e. 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 existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. **This may have implications for any appointee who has acquired pension rights in a previous public service employment.**

f. Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>.

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).

General Information

- The PAS, or any Civil Service organisation, will not be responsible for refunding any expenses incurred by candidates.
- The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the PAS or other Civil Service organisation is satisfied that such a person fulfils the requirements.
- Prior to recommending any candidate for appointment to this position the PAS will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment 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. Should the person recommended for appointment decline, or having accepted it, relinquish it the PAS may at its discretion, select and recommend another person for appointment on the results of this selection process.
- Placement on any panel from this competition is no guarantee that a position will be offered.

The Importance of Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by PAS are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014. However, candidates should note that all application material may be made available to the employing authority/organisation.

Deeming of candidature to be withdrawn

Candidates who do not complete and submit the Online Questionnaire before the specified date; or do not attend/ undertake any subsequent stage of the selection process as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

Appointments from panels

It is envisaged that a panel(s) of qualified individuals will be established from which vacancies may be filled. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Please note that once a candidate has been assigned they will no longer remain on the panel.

Declining an offer of appointment

Should the person decline an assignment, or having accepted it, relinquish it, the PAS may at its discretion, select and recommend another person for appointment on the results of this selection process.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Candidates' Obligations:

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

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

Please note that all 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) or associated materials may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/ or civil suit for loss of copyright and intellectual property.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate;
&
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Specific candidate criteria

In addition to fulfilling the eligibility criteria set out, candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of health & character;
- Be suitable in all other relevant respects for appointment to the post concerned;
- If successful, they will not be appointed to the post unless they:
 - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be performed; and
 - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Candidates' Rights - Review Procedures in relation to the Selection Process

The PAS will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. These review procedures can be found using the following link <http://www.cpsa.ie>

Data Protection Acts 1988 & 2003

When your application is received, the Public Appointments Service creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and, should you be successful certain information you provide will be forwarded to the employing organisation. 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. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: The Data Protection Co-Ordinator, Public Appointments Service, Chapter House, 26-30 Abbey

Street Upper, Dublin 1 ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to the "Public Appointments Service". Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

Elements of the selection process may be undertaken by other parties. In such circumstances it will be necessary for your information to be shared between PAS and these parties in order for your application to be processed.

Candidates should note that test scores attained at any stage in this campaign may carry forward, should they apply for future campaigns conducted by the Public Appointments Service within a 12 month period. This will be determined by PAS on a case by case basis.

Candidates should note that canvassing will disqualify.

Appendix 1

Clerical Officer Level Competencies

Effective Performance Indicators

Team work	Shows respect for colleagues and co-workers
	Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
	Offers own ideas and perspectives
	Understands own role in the team, making every effort to play his/her part
Information Management / Processing	Approaches and delivers all work in a thorough and organised manner
	Follows procedures and protocols, understanding their value and the rationale behind them
	Keeps high quality records that are easy for others to understand
	Draws appropriate conclusions from information
	Suggests new ways of doing things better and more efficiently
	Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc
Delivery of Results	Takes responsibility for work and sees it through to the appropriate next level
	Completes work in a timely manner
	Adapts quickly to new ways of doing things
	Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
	Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
	Identifies and appreciates the urgency and importance of different tasks
	Demonstrates initiative and flexibility in ensuring work is delivered
	Is self reliant and uses judgment on when to ask manager or colleagues for guidance
Customer Service & Communication Skills	Actively listens to others and tries to understand their perspectives/ requirements/ needs
	Understands the steps or processes that customers must go through and can clearly explain these
	Is respectful, courteous and professional, remaining composed, even in challenging circumstances
	Can be firm when necessary and communicate with confidence and authority
	Communicates clearly and fluently when speaking and in writing
Specialist Knowledge, Expertise and Self Development	Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
	Clearly understands the role, objectives and targets and how they fit into the work of the unit
	Is committed to self development and continuously seeks to improve personal performance
Drive & Commitment to Public Service Values	Consistently strives to perform at a high level and deliver a quality service
	Serves the Government and people of Ireland
	Is thorough and conscientious, even if work is routine
	Is enthusiastic and resilient, persevering in the face of challenges and setbacks
	Is personally honest and trustworthy
	At all times, acts with integrity

Appendix 2

IMPORTANT INFORMATION Terms and Conditions

Your attention is drawn to this important information. By submitting an application, accessing or attempting any assessment / test materials you are agreeing to be bound by the terms set out below:

1. All test and assessment materials are subject to copyright and all rights are reserved. No part of the tests/ assessment materials (including any text, questions and/or potential answer options) or associated materials (including practice and/ or familiarisation materials) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, printing, 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(s) who contravenes this provision, whether an applicant or other, 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.
2. Note the Commission for Public Service Appointment's Code of Practice for Appointment to Positions in the Civil and Public Service. In particular please note Section 5 - Responsibility of Candidates (see below).

Canvassing

Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the appointments process.

Candidates' obligations

Candidates in the recruitment process must not:

- Knowingly or recklessly provide false information
- Canvass any person, with or without inducements
- Interfere with or compromise the process in any way.

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

Penalties for failure to comply

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine and/or imprisonment.

If a person found guilty of such an offence was or is a candidate in a recruitment process, then:

- Where s/he has not been appointed to a post, s/he will be disqualified as a candidate
- Where s/he has been appointed subsequent to the recruitment process in question, s/he shall forfeit that appointment.

3. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that the Public Appointments Service are satisfied that such a person fulfils the essential requirements.