



An tSeirbhís um Cheapacháin Phoiblí
Public Appointments Service

INFORMATION BOOKLET

The Public Appointments Service (publicjobs.ie) invite applications for:

**GRADUATE OPPORTUNITIES 2019
ADMINISTRATIVE OFFICER (DUBLIN)**

**General (any academic discipline)
Human Resources
Business/Finance**

CID: 19206106

Closing Date: Monday 7th October 2019 at 3:00pm

The Public Appointments Service and employing Departments/ Offices will run this competition 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) and available on www.cpsa.ie

We are committed to a policy of equal opportunity.

CONTACT:

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

URL: www.publicjobs.ie
Email: graduate@publicjobs.ie

INTRODUCTION

As the Irish Civil Service, we are at the heart of Irish society – everything we do impacts on our country, its organisations and, most importantly, its people. We are a large and diversified organisation employing over 38,000 people in approximately 40 Government Departments and offices and a range of other bodies.

We assist Government in the formulation of policies over the whole range of Government activities by means of thorough and detailed analysis of existing policies and programmes and the identification of viable alternatives. We are also responsible for giving effect to Government decisions through the delivery of services to the public in a prompt and efficient manner.

The environment within which this role must be undertaken is complex, and high administrative standards are required to meet the considerable challenges of the present time. Citizens and businesses rightly expect continuous improvement in services which are delivered faster, better and more cost effectively.

The Administrative Officer (AO) is the main graduate recruitment grade for the Civil Service and provides successful candidates with the opportunity to progress to middle management. As an AO, you would have a crucial role in policy and strategy formulation across the spectrum of economic, financial, international, environmental and social issues. You will also have the opportunity to gain a deep understanding of the development and implementation of government policy over a period of time.

As the business, economic and social environment becomes more complex and demanding, there is an increasing need to ensure that a wider range of skills is available within Departments and Offices. The Public Appointments Service (PAS) are looking for people with the potential to take on high level responsibilities in the management of public services and the analysis of public policy issues who possess particular qualifications, skills and competencies in the following areas:

1. General (any academic discipline)
2. Human Resources
3. Business/Finance

To apply you must have a minimum Level 8 on the National Framework of Qualifications (first or second class primary Honours Bachelor Degree level). Applicants for the specialist streams (2 and 3) identified above must have a minimum Level 8 qualification (first or second class primary Honours Bachelor Degree level) specific to the area for which they are applying. Consideration may be given to relevant qualifications as deemed equivalent by the Public Appointments Service. In addition to having achieved a high standard of education, effective AO candidates should demonstrate:

- excellent communication (oral and written), presentation and interpersonal skills
- the capacity to carry out research, analysis and problem solving
- experience of effective team-working and delivering to tight deadlines
- the capacity to work in a multidisciplinary environment and exhibit leadership potential
- the capacity to show initiative while working with minimal supervision
- evidence of working on projects and producing results within budget and deadlines.

It is expected that from the outset, newly recruited AOs will be able to make a substantive contribution to the work of the Civil Service. While training is to a significant extent “on the job”, induction and training courses in specific skills and areas of work will be provided to assist you to become familiar with the public sector. Those appointed will undertake the Graduate Development Programme which will build upon your experience to further develop your expertise, confidence, self-awareness and personal effectiveness to enable you to realise your potential and deliver important outcomes early in your career.

It is envisaged that these graduate recruitment opportunities will arise across a range of Departments.

Selection for the position of AO involves a demanding assessment process that may take place over a period of time. However, PAS will make the process as streamlined as possible and will keep applicants informed as they progress through the selection process.

A detailed description of the competencies expected of all AOs is set out in Appendix 1. In addition, specific requirements for each of the streams being recruited are set out in more detail in this booklet.

The onus is on the candidate to ensure that they satisfy the essential eligibility requirements for the positions for which they are applying. Candidates are required to confirm at application stage that they hold the required qualifications. Admission to the competition does not imply acceptance that a candidate is eligible to compete in the competition.

[Further information on the graduate recruitment campaign](#)

Applicants for the Irish Language Stream

The Civil Service is fully committed to fulfilling its obligations under the Official Languages Act. It is intended that any 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 are successful at the online assessment stages, and indicate their interest on the application form, will be required to undergo an assessment of their Irish language skills. All candidates must reach the qualifying standard at each element of the selection stages, including the additional Irish assessments, in order to be considered for the Irish stream. They must achieve the required level in the Irish language, i.e. demonstrate a minimum Level B2 on the [Europass self-assessment framework](#).

SUMMARY CONDITIONS OF SERVICE

Starting Salary: €32,405

Annual Leave: 25 Days

Hours of attendance: 43 hours and 15 minutes gross per week

Principal Conditions of Service: Please [CLICK HERE](#) to view full Conditions of Service

Selection Process Key Dates

Closing Date	3:00pm Monday 7 th October, 2019
Candidates with disabilities to forward reports by	Monday 7 th October, 2019
Stage 1 - Online tests	Mid October
Stage 2 - Online Video Interviews	Late October
Stage 3 - Assessment Centre	Mid November

Entry/Eligibility Requirements

Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this competition.

Please note that, given the volume of applications, PAS is not in a position to consider or offer advice on the qualifications/eligibility of individuals unless they come under consideration. The onus is on the candidate to ensure they fulfil the eligibility requirements set out above. PAS reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications.

Candidates who are unable to show that they hold the required qualifications may be withdrawn from the competition at any stage. An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

- Please [CLICK HERE](#) for further information regarding Eligibility to Compete and Certain Restrictions on Eligibility

Administrative Officer (General – any academic discipline)

Please [CLICK HERE](#) for further information on the role and specific eligibility

Administrative Officer (Human Resources)

Please [CLICK HERE](#) for further information on the role and specific eligibility

Administrative Officer (Business and Finance)

Please [CLICK HERE](#) for further information on the role and specific eligibility

The Application and Selection Process

Practical Matters

- Applications can be made via your mobile phone or 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 click Login on the publicjobs homepage and 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 as this could invalidate your application.
- Candidates should not confuse registering (Creating a Profile) with submitting an application. Once you have created a Profile you must then access, complete and submit the application.

Username / Password issues

If you have forgotten your Username or Password please click on the following link:
<https://www.publicjobs.ie/candidateportal/home/forgottenDetail.do>

How to contact PAS?

If you continue to have 'User Name' or 'Password' difficulties please email PAS at graduate@publicjobs.ie outlining your issue and giving your name and contact details, including a telephone number where you can be reached.

Candidates should note that support will only be available during office hours until the closing date.

- 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.
- 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 competition, as any email/text message notification will be sent to the email address/telephone number originally supplied by you.
- Interaction with candidates during the selection process will primarily be conducted online. PAS 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.
- PAS 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 PAS.
- If invited to tests and/or interview, the onus is on each applicant to make themselves available on the date(s) specified by the PAS. If you do not attend on the specified date/time you will be deemed withdrawn from the competition.

Please note that in parallel with the General AO, other separate streams are being recruited for using the same application. If applying for any of these, please ensure that you meet the eligibility requirements and submit only one application indicating the stream(s) you wish to be considered for. The onus is on the candidate to select the correct stream(s). Candidates that reach the qualifying standard at online testing and come under consideration for subsequent stages of the selection process will be required to submit an application form outlining their educational and work history.

How to Apply

Click on the button 'Apply now' to access the application. This button is located at the end of the job posting page for Administrative Officer on www.publicjobs.ie. You must ensure your candidate name, ID, and stream selection is correct before you submit.

Once you have submitted your application you should return to your publicjobs account and confirm that it has been successfully submitted via '**My Applications**'. You should review your submitted application and ensure that it is fully completed and correct. 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 competition. 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 requirements.

Only one application per person is permitted.

Closing Date

The closing date for receipt of completed applications is **3pm on Monday 7th October, 2019.**

Applications will not be accepted after the closing date.

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 these email folders (or 'Promotions' in the case of Gmail). In the event that the acknowledgement is still not received please email graduate@publicjobs.ie including your name, candidate ID and contact details. Candidates should note that support will be available during office hours until the closing date.

Selection Process

The selection process for this competition will comprise a number of elements. These may include one or more of the following:

- Completion of an online Assessment Questionnaire;
- Online and/or paper-based assessment test(s);
- Short listing;
- An online video interview;
- Language tests (oral and/or written), e.g. in the case of applicants for Functional Bilingual positions in the Irish language stream;
- Interview(s);
- Presentation/Analysis exercise;
- Work sample test or any other tests or exercises that may be deemed appropriate.

Applicants must successfully compete and be placed highest, in order to be considered for advancement to the next stage of the multi-stage selection process. The number to be invited forward at each stage will be determined from time to time by the Public Appointments Service.

Irrespective of which of the specific competition streams you apply for, you may only sit the various stages of the selection process, including interview, once. In the case of the fluency in Irish stream, a separate Irish oral examination/assessment will also be required.

Shortlisting

Normally the number of applications received exceeds the numbers required to fill existing and future vacancies. While you may meet the eligibility requirements of the competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, the Public Appointments Service may decide that a number only will be called to interview. In this respect, the Public Appointments Service provide for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, *prima facie*, better qualified and/or have more relevant experience.

During any shortlisting exercise that may be employed, the Public Appointments Service are guided by an assessment board(s) who examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/experience on the application form.

Stage 1: On-line Assessment

To facilitate candidates' availability and circumstances, the initial stages of the selection process will be conducted online, with later stages requiring attendance at a test/interview venue. Initial online assessments may be taken in a venue of your choice, wherever you have access to a mobile phone or 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 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 assessments.** You should ensure that you can complete the assessments in a quiet environment where you can concentrate without being disturbed for the duration of the assessment. It is advised to take the assessments on a device that you are familiar with.

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 assessments. A link(s) to the actual online assessments will be sent to candidates' messageboards on publicjobs.ie in advance of the test-taking window. Candidates who have not completed all of the online assessments 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.

Information on each selection stage will be made available at the appropriate time to candidates being invited to that particular stage of the process. The PAS has no function or involvement in the provision of, and does not endorse, any preparation courses relating to the selection process.

Stage 2: Online Video Interview

Candidates applying for the specialist streams of Human Resources and/or Business/Finance will undertake an asynchronous online video interview following the on-line assessment stage. Candidates may record their interview in a venue of their choice, wherever they have access to a computer, a webcam and a reliable internet connection.

Candidates with Disabilities

Candidates who have indicated on their application or profile that they would like to avail of reasonable accommodations are asked to submit a psychologist/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 the Assessment Services unit, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1 by close of business on **Monday, 7th October, 2019**. You may email a scanned copy of the report to asu@publicjobs.ie

If you have recently applied for a competition with PAS and submitted a report, please email amanda.kavanagh@publicjobs.ie to confirm that your report is on file.

Next Steps

Should you come under consideration to proceed to subsequent stages of the selection process, information will be forwarded to you at the appropriate time.

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

Procedures where a candidate seeks a review of a Decision taken in relation to their application

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). The PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice *Appointments to Positions in the Civil and Public Service* published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the Chief Executive Officer of PAS) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

Procedure for Informal Review

- A request for Informal Review must be made within 5 working days of notification of the decision, and should normally take place between the candidate and a representative of the PAS who had played a key role in the selection process.
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Procedure for Formal Review of Selection Process

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

Complaints Process

A candidate may believe there was a breach of the Commission's Code of Practice by PAS that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Chief Executive Officer of PAS in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

- Allegations of a breach of the Code of Practice should be addressed in writing, and within a reasonable timeframe, to the Chief Executive Officer in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Public Appointments Service has fallen short of the principles of this Code.
- On receipt of a complaint PAS may determine to engage with the complainant on an informal basis.

For further information on the above procedures please see the Code of Practice *Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

There is no obligation on the PAS to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. It is not necessary for a candidate to compile a detailed case prior to invoking the appeals mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Contravention of the Code of Practice

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 or imprisonment.

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

- they will be disqualified as a candidate and excluded from the process;
- where they have been appointed to a post following the recruitment process, they will be removed from that post.

General Information

Please [CLICK HERE](#) for general information regarding the competition.

Appendix I

Graduate Entry Level – CIVIL SERVICE
Leadership Potential
<ul style="list-style-type: none"> • Is flexible and willing to adapt, positively contributing to the implementation of change • Contributes to the development of policies in own area and the broader Department • Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way • Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others • Formulates a perspective on issues considered important and actively contributes across a range of settings
Analysis & Decision Making
<ul style="list-style-type: none"> • Is skilled policy analysis and development, challenging the established wisdom and adopting an open-minded approach • Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral) • Uses numerical data skilfully to understand and evaluate business issues • Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions • Sees the logical implications of taking a particular position on an issue • Is resourceful and creative, generating original approaches when solving problems and making decisions
Delivery of Results
<ul style="list-style-type: none"> • Assumes personal responsibility for and delivers on agreed objectives/ goals • Manages and progresses multiple projects and work activities successfully • Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these • Maintains a strong focus on meeting the needs of customers at all times • Ensures all outputs are delivered to a high standard and in an efficient manner • Use resources effectively, at all times challenging processes to improve efficiencies
Interpersonal & Communication Skills
<ul style="list-style-type: none"> • Communicates in a fluent, logical, clear and convincing manner verbally and in writing • Is able to listen effectively and develop a two-way dialogue quickly • Maintains a strong focus on meeting the needs of internal and external customers • Effectively influences others to take action • Works to establish mutual understanding to allow for collaborative working • Works effectively with a broad range of stakeholders to achieve objectives
Drive and Commitment
<ul style="list-style-type: none"> • Consistently strives to perform at a high level • Maintains consistent effort under pressure and is resilient to criticism or setbacks at work • Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency • Is personally trustworthy and can be relied upon • Places the citizen at the heart of all process and systems • Upholds the highest standards of honesty, ethics and integrity
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none"> • Clearly understands the role, objectives and targets and how they fit into the work of the unit and Dept. • Develops the expertise necessary to carry out the role to a high standard and shares this with others • Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service • Consistently reviews own performance and sets self-challenging goals and targets • Has significant expertise in his/her field that is recognised and utilised by colleagues

Appendix II

IMPORTANT INFORMATION Terms and Conditions

Your attention is drawn to this important information. By 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. Your attention is drawn the Commission for Public Service Appointment's Code of Practice for Appointment to Positions in the Civil Service and Public Service. In particular please note Section 5 - Responsibility of Candidates (see below).

Canvassing

Candidates should note that canvassing 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 he/she has not been appointed to a post, he/she will be disqualified as a candidate
- Where he/she has been appointed subsequent to the recruitment process in question, he/she 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 is satisfied that such a person fulfils the essential requirements.