



## INFORMATION BOOKLET FOR CANDIDATES

# TEMPORARY CLERICAL POSITIONS IN THE PUBLIC SERVICE

CID: 1813502

**Closing date for applications  
3.00pm on Monday 5<sup>th</sup> February, 2018**

This campaign will be conducted 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) this code is available on [www.cpsa.ie](http://www.cpsa.ie)

The Public Service is committed to a policy of equal opportunity.

---

**Helpdesk Contact Details:**

Phone: 01 858 7730

Email: [tco2018@publicjobs.ie](mailto:tco2018@publicjobs.ie)

## 1. INTRODUCTION

Public Service bodies, including the Civil Service and certain public service agencies may, from time to time, require temporary clerical staff to fill vacancies in various locations throughout the country.

Requests to fill many of these vacancies are undertaken through the Public Appointments Service (PAS). To facilitate possible demands, PAS will initiate a selection process to fill vacancies should they arise in particular areas.

While temporary vacancies may arise at various times and for various reasons, many of the vacancies occur during the summer period. The terms and conditions, including the duration and period of temporary contracts offered will vary from post to post. Please note that a standard contract duration is for an eight week period.

## 2. THE ROLE

The duties of temporary clerical staff may vary depending on the nature of work carried out by the employing organisation. This involves such clerical/administrative tasks which may be assigned to the employee from time to time by the organisation.

The following outlines the type of work that you may be required to undertake, if appointed.

- General clerical duties e.g. filing, photocopying, answering/making telephone calls, dealing with e-mails, reception desk, etc;
- Supporting line-managers and colleagues
- Working as part of a team in delivering services
- Dealing with the public/customers e.g. responding to queries and providing information;
- Use of Information Technology e.g. word processing, spreadsheets, database, e-mail and internet.
- Routine accounts work

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

### **KEY DATES**

**Closing Date:**

**Questionnaire Link by: Thursday 8<sup>th</sup> February 2018**

**Questionnaire must be completed by: noon on Tuesday 13<sup>th</sup> February**

### 3. LOCATION INFORMATION / GENERAL INFORMATION

**Please note that you will be asked for your location choice when you are completing your online Assessment Questionnaire (not on your application form). See Paragraph 6**

It is proposed to establish panels for the locations set out in the table below from which vacancies will be filled, should they arise.

You can select **ONLY ONE** county from the list of location choices. Vacancies for which you may be considered will extend only to a city/town in your chosen county.

Should you be offered a position from your location choice (whether you accept or not) you will, in the normal course, cease to be considered for any other position.

<b>LOCATION CHOICES</b>	
Carlow	Longford
Cavan	Louth
Clare	Meath
Cork	Monaghan
Donegal	Mayo
Dublin	Offaly
Galway	Roscommon
Kerry	Sligo
Kildare	Tipperary
Kilkenny	Waterford
Laois	Westmeath
Leitrim	Wexford
Limerick	Wicklow

You **must** only select a location where you would be prepared to take up a position. Once you have submitted your selection choice, changes will not be permitted.

#### **IMPORTANT**

**If you are successful through to the final stage of the selection process and are offered an assignment, you must be available to take up the post as offered. If you are not available, your application will receive no further consideration.**

The majority of vacancies are short term and may need to be filled with immediate effect. Therefore, if you are not contactable PAS will immediately move on to the next available candidate.

Candidates who wish to be considered for positions which may arise (whether anytime over the period that this campaign is live, or if they indicate a preference to be considered only for positions over the summer period), **must** be available for the full duration of the contract offered. Extended holiday plans during this period may affect your possible assignment. Candidates who indicate that they are available from 'April to September' should be available for the entirety of that period.

If you are **not** available to take up a post you should not accept an invitation to attend for interview.

Candidates who are unable to attend for interview as notified to them, may request to reschedule. Only one request to reschedule will be permitted, subject to further stages of the selection process being held for their chosen area.

## **References**

Should you be invited to attend for interview you should bring at least one previous employer reference (original and one copy), where possible, with you on the day. The reference(s) should be from your most recent employer. If you have no previous work experience a reference from your school/university may suffice. The references should provide relatively recent information on your performance and behaviour in a work context. A statement of employment is **not** sufficient and will not be accepted as an employer reference.

If you have previously worked as a TCO in a civil service department or Government agency within the last 5 years you must also supply a reference covering this period.

Please note references should be typed on headed paper (where applicable), dated and signed. Handwritten references will not be accepted. The onus is on the candidate to ensure they obtain reference(s) as required.

## **4. ENTRY REQUIREMENTS AND ELIGIBILITY**

Candidates should have:

- (a) previous relevant work experience, preferably in a customer service office environment; **and**;
- (b) Appropriate level and experience of relevant ICT Skills, e.g. proficiency in Word, Excel, e-mail etc; **and**
- (c) relevant knowledge and skills to undertake the duties of the position, including the ability to:
  - take direction / follow instructions;
  - organise and prioritise work effectively;
  - work well with the public and colleagues;
  - be flexible in their approach to work;
  - be able to communicate effectively in a clear and concise manner; **and**
- (d) fulfil the requirements set out below as to age, citizenship, health & character.
  - be at least 16 years of age (i.e. born on or before **16<sup>th</sup> February, 2002**).

- **Citizenship Requirement**

Applicants must be a citizen of a European Economic Area (EEA) State. 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. Citizens of non-EEA States will not be eligible to compete.

- **Health & Character**

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must also 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.

It is important that candidates list their previous civil or public service employment, if they have availed of a voluntary redundancy or retirement scheme and/or are in receipt of an ill-health retirement pension. Failure to do so could lead to disciplinary action.

### **Restrictions on eligibility**

#### **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.

## 5. TO MAKE AN APPLICATION

- Applications should be made online through [www.publicjobs.ie](http://www.publicjobs.ie).
- To apply, candidates must have a “User Account” on [www.publicjobs.ie](http://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 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 the application form, complete and submit it.

### **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 [tco2018@publicjobs.ie](mailto:tco2018@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.
- 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’).
- Communication  
**Interaction with candidates during the selection process will primarily be conducted online. PAS will communicate with you primarily through your publicjobs messageboard. The onus is on the candidate to keep a regular check on your messageboard as email notifications of updates 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.**
- The onus is on each applicant to make themselves available on the date(s) specified by the PAS, if they are invited to tests and/or interviews, and ensure that they are in receipt of all communication from the PAS.
- The PAS accepts no responsibility for communication not accessed or received by an applicant.

## How to Apply

To apply, candidates should access [www.publicjobs.ie](http://www.publicjobs.ie) and find the job posting for Temporary Clerical Positions (TCO) 2018. 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 you should 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.

**Closing Date for receipt of applications is:**

**3.00pm on Monday 5<sup>th</sup> February 2018**

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 email [tco2018@publicjobs.ie](mailto:tco2018@publicjobs.ie). Candidates should note that support will be available during office hours until the closing date.

Shortly after the closing date, you will receive an update to your messageboard containing a link to your online Assessment Questionnaire. You will be required to complete and submit this within the permitted timeframe. For full details see paragraph 6 below.

### **6. SELECTION PROCESS**

The selection methods used to select successful candidates for positions may include one or more of the following:

- Completion of an on-line Assessment Questionnaire;
- Assessment/ aptitude test(s) and /or exercise(s);
- Interview/telephone interview(s)

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

As indicated, the selection process may comprise a number of stages. Stage 1 will comprise an Assessment Questionnaire as outline below.

CANDIDATES ARE ONLY PERMITTED TO MAKE ONE APPLICATION. NO CANDIDATE SHALL UNDERTAKE ANY ELEMENT OF THE SELECTION PROCESS MORE THAN ONCE DURING THIS COMPETITION.

## **STAGE 1 – ON- LINE ASSESSMENT QUESTIONNAIRE**

Stage 1 of the selection process will comprise an online Assessment Questionnaire.

Candidates will be contacted through their Publicjobs Message Board by **Thursday 8<sup>th</sup> February, 2018**. This message will contain a unique link to your online Assessment Questionnaire, along with instructions.

### **Questionnaire Completion Date**

The onus is on you to ensure that you complete and submit the Questionnaire before

**12 noon on Tuesday 13<sup>th</sup> February 2018**

The On-line Assessment Questionnaire will take up to 90 minutes to complete.

If you do not receive the link to the Assessment Questionnaire by 3pm on Thursday 8<sup>th</sup> February please contact us at [tco2018@publicjobs.ie](mailto:tco2018@publicjobs.ie)

### **Taking the Assessment Questionnaire**

You may take the Questionnaire in a venue of your choice wherever you have access to a computer and a reliable internet connection.

As the Questionnaire will require your full concentration, please ensure that you take the Questionnaire in a quiet environment where there are no distractions and where you will not be disturbed.

You are advised to take the Questionnaire on a PC or laptop and to use a mouse you are familiar with. Do not attempt to take it on a smart phone, mobile or tablet device.

Please be aware that taking the Questionnaire within a secure IT network e.g. such as your work or college network which may have firewalls or other security technology in place, may cause you technical difficulties. In such instances PAS (or any company or service provider operating on behalf of PAS) will not be liable.

Before commencing the Questionnaire, it is important to note the following:

- ensure you have your own email address and PPS number to hand.
- Candidates must complete the Assessment Questionnaire on their own behalf; responses may be verified should they come under consideration. Documentary evidence confirming certain responses will be required on request.
- A third party must not personate a candidate at any stage of the process – see Appendix 1 “Important Information”.

If candidates have not completed and submitted the Assessment Questionnaire before the deadline, their application will receive no further consideration.

Late applications or Questionnaire submissions will not be accepted. The onus is on the candidate to ensure they have a suitable environment/equipment to complete and submit the Questionnaire.

Candidates will be ranked on the outcome of the Assessment Questionnaire and this ranking (within their chosen location) will determine if/when they may be invited to the next stage of the selection process.

Details in respect of subsequent stages of the selection process will be notified to those candidates being invited forward.

## **7. Sample Conditions of Service**

(Please note the terms shown below relate to the temporary clerical officer role in the civil service and may vary depending on the organisation/agency to which you may be assigned. These are intended as indicative only. Contracts of employment will be available at time of assignment).

**Pay** €442.84

Candidates should note that salary will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

### **Annual Leave**

The annual leave for this position is determined by the number of hours worked.

### **Tenure**

Assignments will be to a temporary position. The duration and period of a temporary contract will vary from post to post. There is no entitlement to a permanent position.

### **Hours of Attendance**

Hours of Attendance are as fixed from time to time but will amount to not less than 43 hours and 15 minutes per week in the case of a full time position.

### **Duties**

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

### **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.

### **Headquarters**

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

### **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**

Successful candidates 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, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Retirement of civil servants is dealt with in section 13 of the Act.

## **8. 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>

### **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 assessment 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.

## **9. General**

### **Specific candidate criteria**

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of 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
- Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Please note that for certain posts candidates must be 18 years of age or above.

### **Deeming of candidature to be withdrawn**

Candidates who do not complete and submit the on-line Assessment Questionnaire before the specified deadline; or do not attend for any stage of the selection process as requested, or decline an offer, or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

### **Expenses**

Candidates will be responsible for any expense incurred in connection with their candidature.

### **Quality Customer Service**

PAS aims 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.

### **The Importance of Confidentiality**

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

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.

### **Data Protection Acts 1988 & 2003:**

When your application form is received, the PAS 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, 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, PAS, 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 'PAS'. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

### **Canvassing will Disqualify**

# Appendix 1

## 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 or interview (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 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 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 PAS are satisfied that such a person fulfils the essential requirements.