



Comhairle Contae Thiobraid Árann
Tipperary County Council

Candidate Information Booklet

PLEASE READ CAREFULLY

Competition Reference: RT/777

Closing Date: 4 .00 pm on Thursday 5th December, 2024

Tipperary County Council is an Equal Opportunities Employer

Clerical Officer (South)

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General Information

Tipperary County Council is one of 31 Local Authorities in the Republic of Ireland. The Council has responsibility for the delivery of a wide range of services which are necessary to the physical, economic, social and cultural life of County Tipperary, with a focus on making County Tipperary an attractive place to live, work and invest.

The following comprises the areas of service delivery in Tipperary County Council:

Community, Economic Development & Tourism	Fire & Emergency Services – Civil Defence
Local Enterprise	Environment & Climate Action
Planning & Development	Finance
Cultural & Recreational Services	Information Systems
Roads & Transportation	Corporate Services & Human Resources
Housing	Library Services
Local Authorities Waters Programme	

This competition presents an opportunity to gain employment with Tipperary County Council in the role of **Clerical Officer**. It is accepted that candidates are applying for permanent positions, however the Council is seeking to create panels from which both permanent and temporary vacancies may be filled. Candidates are requested to indicate if they wish to be considered for temporary positions.

Tipperary County Council is committed to a policy of open and fair recruitment, in line with good practice, recruitment & selection standards, employment legislation and relevant circulars from the Department of Housing, Local Government & Heritage.

This Candidate Information Booklet is intended to provide information on the post of **Clerical Officer** and the selection process and candidates are advised to familiarise themselves with the detailed information in advance of submitting their application.

Candidates should satisfy themselves that they are eligible under the Qualifications to apply for the post of **Clerical Officer**.

Where a candidate provides false or misleading information or has deliberately omitted relevant information on their application form this may result in their disqualification from the competition.

Clerical Officer

The Job

Clerical Officers make a valuable contribution to the provision of Tipperary County Council's services. The Clerical Officer will work as part of a multidisciplinary team, assisting with the implementation of work programmes to achieve goals, targets and standards set out in the Departmental and Team Development Plans. He/she will also be required to operate the Council's existing and future IT systems as part of their work.

As part of Tipperary County Council's commitment to providing quality services to citizens, the Clerical Officer will assist in delivering a wide range of services across the organization. Clerical Officers provide a point of contact for customers to carry out their business and access information about the Council's services.

The ideal candidate will:

- Have an understanding of the Council's purpose and knowledge of public service organisation's in Ireland.
- Have an ability to work effectively within a team to achieve a common goal, ensuring standards are adhered to and maintained.
- Have good interpersonal and communication skills.
- Have the ability to provide excellent customer services.
- Understand the changing environment and be capable of adapting to change in order to deliver quality services to our citizens.
- Demonstrate good administrative experience.
- Have an ability to work on own initiative, in an independent environment and without constant supervision.
- Have an awareness of Health & Safety legislation and regulations, the implications for the organisation and the employee, and their application to the workplace.

Qualifications:

Character

Each candidate must be of good character.

Health

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Education and Experience

Each candidate must, on the latest date for receipt of completed application forms:

(i) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme;

or

(ii) have passed an examination of at least equivalent standard;

or

(iii) have had at least two year's previous service in the office of Clerical Officer, Clerk/Typist (Clerical Duties), Clerk Typist (Typing and Clerical Duties) or Clerk/Typist under a local authority, or health board in the State;

or

(iv) have satisfactory relevant experience which encompasses demonstrable equivalent skills.

Duties:

Clerical Officers shall perform such duties as may from time to time be assigned in relation to the employment and as may be appropriate to any particular function of the local authority for which the Chief Executive is responsible and carry out such instructions as may be given in relation to the performance of duties. A Clerical Officer shall, if required, act for an employee of a higher grade.

The duties to be assigned include the following, although this list is not exhaustive and may be reviewed from time to time as organisational needs require:

- Providing clerical and administrative support within any section of the Council or its Municipal District operations.
- Working as part of a team to delivering services.
- Communicating and providing information in a professional and courteous manner to elected members and customers through face to face interaction, by telephone and email.
- Providing the highest quality standards in customer services at all times.
- Using Information Technology on a daily basis including standard office packages and financial management systems.
- 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.
- Creating and maintaining any records, reports and returns as required.
- Ensuring compliance with organisational policies and procedures.
- Organising and facilitating internal and external meetings.
- Completing all essential training successfully.
- Participating in the Performance Management Development System (PMDS).
- Liaising with and responding to other local authorities, government departments and statutory agencies when required.
- Carrying out duties in a politically neutral and impartial manner that enhances public trust and confidence in the local authority decision making process.
- Acting or deputising for more senior personnel in their absence when required.
- Undertaking any other duties of a similar level and responsibility, as may be required, or assigned, from time to time.

Salary:

Current Salary Scale: €29,811 - €46,945 (Departmental Circular letter EL 03/2024)

The salary shall be fully inclusive and shall be as determined from time to time. The employee shall pay to the local authority any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of his/her employment or in respect of services which he/she is required by or under any enactment to perform.

Entry point of this scale will be determined in accordance with Circulars issued by the Department of Housing, Local Government & Heritage. In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.

Remuneration is paid fortnightly by PayPath directly to the employee’s nominated bank account. The current wage pay cycle may be revised during the period of employment.

Remuneration is subject to all statutory deductions, e.g. P.A.Y.E. and P.R.S.I. Increments are paid annually subject to satisfactory attendance, conduct and performance and national agreements. Increments may be withheld if performance, attendance and/or conduct are not satisfactory.

Under the Public Service Stability Agreement 2013, the working hours for newly appointed/promoted staff are 35 hours per week. All posts will be offered on the basis of the candidate working wholetime.

Citizenship

Candidates must, by the date of any job offer, be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or

A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Probation:

Where a person who is not already a permanent officer of Tipperary County Council is appointed, the following provisions shall apply:-

- (a) there shall be a period after such appointment takes effect, during which such person shall hold office on probation;
- (b) the maximum period shall generally be one year for permanent contracts and such other period as may be required in relation to temporary or fixed term/purpose contracts as set out in the council's probationary policy. No probationary period shall exceed 12 months in duration.
- (c) such a person shall cease to hold office at the end of the period of probation, unless during such period, the Chief Executive has certified that the service of such person is satisfactory.

Superannuation:

The relevant Superannuation Scheme will apply.

The provisions of the Local Government (Superannuation) (Consolidation) Scheme 1998 may apply.

Persons who become pensionable officers who are liable to pay the Class A rate of PRSI contribution will be required, in respect of their superannuation contribution, to contribute to the local authority as follows:

1.5% of their pensionable remuneration

plus

3.5% of net pensionable remuneration (pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependent or qualified children).

Persons who become pensionable officers who are liable to pay the Class D rate of PRSI contribution will be required, in respect of their superannuation contribution, to contribute to the local authority at the rate of 5% of their pensionable remuneration.

The provisions of the Spouses and Children's/Widows and Orphans Contributory Pension Scheme will continue to apply.

New entrants will be admitted to the Single Public Service Pension Scheme with effect from the date of appointment. The scheme is contributory and provides pension, retirement gratuity, death gratuity and survivors benefits. To qualify for a pension the successful candidate must have served a minimum of two years employment in a Local Authority.

Retirement Age

There is no mandatory retirement age for new entrants to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

Anyone who is not a new entrant to the public service, as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, is subject to a compulsory retirement age of 70 years or as determined in accordance with Department Circulars and in line with Government Policy.

The maximum retirement age for new entrants as defined by the Public Service Pensions (Single Scheme and other Provisions) Act 2012 is 70 years.

The Council may refer staff to a medical advisor at any time to determine fitness for carrying out the duties to which they have been assigned.

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.

Hours of Work:

The normal working hours are 35 hours per week. Flexible working arrangements apply. All hours worked are subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997, and the Organisation of Working Time Regulations, 2001. Tipperary County Council requires employees to record their hours using the CORE/TDS Clocking system.

Annual Leave:

The annual leave entitlement for the grade is 27 days per annum. Granting of annual leave, payment for annual leave and arrangement for public holidays will be governed by the provisions of the Organisation of Working Time Act, 1997 (as amended).

The Chief Executive of Tipperary County Council retains autonomy with regard to office closures, (e.g. Christmas Office Closure); any days arising from such closure will be reserved from the employee's annual leave entitlement. Proposed office closure days will be reviewed and advised to all employees each year.

Residence:

The successful candidate shall reside in the district in which his/her duties are to be performed, or within a reasonable distance thereof.

Drivers Licence:

Tipperary County Council employees may on occasion be required to use their car on official business. In such situations the employee must hold a current clean driver's licence and have available adequate means of transport.

It is the responsibility of the employee to arrange the appropriate car insurance for business use and to indemnify Tipperary County Council with the indemnity specified on the insurance certificate under the heading "Persons or classes of person who are covered". Documentation to confirm the appropriate insurance cover will be required to be supplied to the Council on an annual basis.

Code of Conduct/Organisational Policies:

Employees are required to adhere to all current and future Tipperary County Council codes of practice including Code of Conduct of Employees and all current and future organisational policies including, but not limited to Health and Safety, Communications, Data Protection, Equality, Staff Mobility, Attendance Management and Use of Electronic Equipment.

Training:

Employees are required to attend and participate fully in training programmes as may be decided by the Council from time to time and to apply their learning in the course of their daily working activities.

Location of assignment/appointment:

Tipperary County Council reserves the right to assign the successful candidate to any premises in use by the Council, now or in the future.

The person appointed will be required to report to their place of work by their own means of transport and at their own expense.

Commencement:

Tipperary County Council shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month (subject to notice requirements) and if they fail to take up the appointment within such period or such other longer period as the Council in its absolute discretion may determine, Tipperary County Council shall not appoint them.

Reporting Arrangements:

Clerical Officers report directly to the appropriate supervisor in the Section or to any other employee of Tipperary County Council as the Chief Executive, Director of Services or other appropriate employee may designate for this purpose.

A system of regular appraisal (PMDS) will be operated during employment, which will involve discussions between the employee and the line manager regarding performance and conduct.

Health & Safety:

Tipperary County Council as an Employer is obliged to ensure, in so far as it is reasonably practicable the Safety, Health and Welfare at Work of all of its employees. Under the Safety, Health and Welfare at Work Act 2005, the County Council has a legal duty to exercise all due care and take all protective and preventative measures to protect the Safety, Health and Welfare of its employees.

All employees also have a legal obligation under Safety and Health legislation to co-operate with management and not engage in any improper conduct or behaviour or do anything, which would place themselves or others at risk.

Employees must not be under the influence of an intoxicant at the place of work.

Employees must comply with all Safety and Health rules and regulations and attend all required Safety and Health Training.

Tipperary County Council operates under ISO 45001 accreditation. All employees are required to cooperate with the implementation of any and all measures necessary to achieve and sustain same.

The Application Process:

Once fully completed, application forms will be accepted.

Please ensure that:

1. Your application is made on the official application form only – CV's should not be included. (Note: a C.V. will not be accepted as an application or as part of an application).
2. You have fully completed all sections of the application form and included all relevant, detailed and accurate information. **Note: any offer of employment is subject to the information given on your application**

form being true. False/misleading information or deliberate omissions may result in termination of employment.

3. You attach a copy of your educational certificates.

You submit your application on or before **4:00p.m. on Thursday 5th December, 2024. Application forms must be submitted by email only.** Late applications will not be accepted.

Applications submitted after the closing date will not be accepted and any claim in relation to the late receipt of application forms will not be entertained.

The admission of a person to this competition, or an invitation to attend for interview is not to be taken as implying that Tipperary County Council is satisfied that such person fulfills the requirements.

Tipperary County Council may need to contact you during the selection process. It is important that your contact details (phone number, postal and email address) as given on your application form are correct and are accessible by you at all times.

Tipperary County Council accepts no responsibility for communication not accessed or received by the applicant.

The Selection Process:

Tipperary County Council reserves the right to shortlist applications if required.

Interview may be face to face or conducted through **Zoom** and will be at the discretion of the Council.

Step 1: Initial Screening

In the first instance, all applications received by the latest date/time for receipt of completed applications are screened for eligibility in accordance with the Qualifications for the post as set out in this booklet.

Step 2: Shortlisting

If the volume of applicants for the position is such that it would not be practical to interview everyone, Tipperary County Council may decide that a number only will be invited for same. In this respect, Tipperary County Council 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. Application forms will be examined against a pre-determined criteria based on the requirements for the position.

This is not to suggest that candidates not selected for interview are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own best interest to provide a detailed and accurate account of your **relevant qualifications/experience** on the application form.

Step 3: Preliminary Interview

If, following the shortlisting process, there remains a significant number of candidates, it may be necessary to hold preliminary interviews. The interview Board will generally consist of two members and will be of a short duration (20 minutes or so).

Step 4: Final Interview

Candidates who are successful in the shortlisting/preliminary interview process will be invited to attend for final interview(s).

Tipperary County Council will endeavour to give sufficient notice of the scheduled interview time and date to shortlisted candidates. Thereafter, it is the responsibility of the candidate to make themselves available on time and on the date advised. Candidates who do not attend for interview on the date and time advised will be deemed to have withdrawn their application from the competition. Expenses incurred by candidates in attending for interview, will be at the candidates own expense.

An independent Interview Board will be established by the Chief Executive of Tipperary County Council to assess the candidates shortlisted for interview.

The Interview Board will generally comprise a Chairperson and two other members, who will have expert knowledge in the relevant field. The objective of the Interview Board is to identify candidates who best meet the objective criteria and competencies required for the position and to place them in order of merit.

Candidates who are successful in the interview will be qualified in order of merit for appointment to the post of Clerical Officer and placed on a panel.

It should be noted that placement on a panel may not necessarily lead to a job offer. The selection process is not concluded until such time as references have been sought and clearance checks, i.e. Garda vetting, occupational health, verification of education qualifications, etc, have been carried out to the satisfaction of the Council.

Completing a Competency Based Application Form

A competency based application form requires, you, as the candidate, to describe some of your personal achievements to date, to demonstrate certain competencies (necessary skills and qualities) required for the position you are applying for. All question areas must be answered, as you will be assessed/questioned on all areas.

You should describe situations from your own experience, which you think are the best examples of what you have done which demonstrates the specific competency. It is essential that you describe how you demonstrated the skill or quality in question. The example may be drawn from your experience in various settings, including employment, community, sporting, voluntary.

Please do not use the same example to illustrate your answer to more than two areas of competence. Please note, that should you be called for interview, the

interview board may look for additional examples of where you demonstrated the skills required for the post.

Key Competencies:

At interview, candidates will be assessed under the following competencies using some/all of the indicators listed:

Customer Service and Communication Skills

- Ensure to provide quality services.
- Communicate clearly while also listening actively.
- Demonstrate positive customer service attitude.
- Is respectful, courteous and professional, remaining composed, even in challenging circumstances.

Team Work

- Develop and maintain good working relationships within teams.
- Understand own role and personal contribution to team.
- Ability to communicate well with wide range of stakeholders.
- Demonstrate dignity and respect for colleagues.
- Offers own ideas and perspectives.

Personal Effectiveness

- Commitment to self development and improving skills and knowledge base.
- Strives to perform at a higher level.
- Enthusiastic and energetic about their role.
- Acts with honesty and integrity.
- Treats others in a fair and consistent manner.
- Is committed to self-development and continuously seeks to improve personal performance.

Local Government Knowledge & Understanding

- Clear knowledge and understanding about the local authority, its services and the role of the Elected Members.
- Understanding the role of a Clerical Officer in this context.

Feedback:

Candidates shall be notified of the outcome of each stage of the selection process at the earliest possible date.

If, following the interview, a candidate is placed on a panel they shall be informed of their position on the panel. Details of marks attained in the interview process will be provided upon receipt of written request.

Panel Formation:

A panel will be formed for an initial period of one year and this may be extended for a further year at the discretion of the Chief Executive. The panel may be used

to fill both permanent and temporary positions that may arise for its duration. Vacancies will be offered in order of merit as per the panel. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate vacancies arise.

Deeming of candidature to be withdrawn:

Candidates who do not attend for interview or other test when and where required by Tipperary County Council, or who do not, when requested, furnish such evidence as required by Tipperary County Council within the specified timeframe with regard to any matter relevant to their candidature, will be deemed to have withdrawn their application from the competition.

Should a candidate decline an offer of employment, or having accepted an offer of employment relinquish it prior to commencing in the post, they will be deemed to have withdrawn their application from the competition.

References:

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Tipperary County Council reserves the right to seek both written and verbal references from current and previous employers, educational institutions or any other organisation's with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

Verification of Educational Qualifications:

Prior to appointment the candidate will be required to present within a specified timeframe, the original parchment of their certificate, diploma and/or degree, and any other supporting documentation required by the Council*, to the Human Resources department in order to verify their qualifications.

** Non Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications; overseas qualifications must also be accompanied by a translation document.*

Pre-Employment Medical:

Prior to appointment the candidate may be required to complete a Health Declaration and will be required to undergo a medical examination by a qualified medical practitioner nominated by the Council. Where for any reason the cost of the medical examination is borne by the applicant it shall be refunded on

appointment. In all other cases the Council will incur the cost of the pre-employment medical.

Garda Vetting:

Garda Vetting may be sought in accordance the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 and the applicant will be required to fully cooperate with this process.

Canvassing:

Any attempt by a candidate, or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise to influence in the candidate's favour, any member or employee of the Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

Confidentiality:

Tipperary County Council, in its recruitment and selection procedures, has appropriate measures in place to protect the confidentiality of all applicants. All enquiries, applications and other aspects that form part of the recruitment formalities are treated as confidential and are not disclosed to anyone, outside of those directly involved in the recruitment process - subject to the provisions of the Freedom of Information Acts, 1997-2014.

Records created, maintained and stored by Tipperary County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Tipperary County Council shall comply with the National Records Retention Policy (2001) and any other relevant records retention policies.

General Data Protection Regulation:

Tipperary County Council is committed to protecting your personal data and we comply with our obligations under the Data Protection Acts, 1988 – 2018, and the General Data Protection Regulation.

Basis for Processing your Personal Information

The basis for processing your personal data is to process your application for the position you have applied for with Tipperary County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile number, particulars of education, details regarding your record of employment, details of referees and confirmation if you require an employment permit/visa/ or work authorisation.

When your application form is received, we create a computer record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. You are entitled to obtain at any time, a copy of information about you, which is kept on computer.

Sharing of Information

Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied for, with a designated short-listing and/or interview board.

If, following the competition, you are placed on a Panel and offered a position, the information provided in your application form will form part of your Personnel File and may be used for deciding the post to which you are assigned.

Furthermore, should you be offered a position and subsequently confirm your interest in the position, the information provided on your application form will be used to request service records, employment references and/or character references as required.

Storage period

Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired (usually a further one year, rarely two years). You will be notified if the panel has been extended after one year and the new expiry date of the panel.

Applications which are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested, Tipperary County Council will not be able to progress your application form for the competition for which you are applying.

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 successful candidates.



Comhairle Contae Thiobraid Árann
Tipperary County Council

