

An Chomhairle
Mhúinteoireachta



The Teaching Council

Candidate Information

Clerical Officer

Open Competition

Closing Date: 3pm on Wednesday, 10
September 2025

Candidate Information

Clerical Officer – Open Competition

The Teaching Council is an equal opportunities employer and all applications for employment will be considered based on merit. The Teaching Council welcomes applications from all suitably qualified candidates irrespective of belief, gender, disability, race, political opinion, age, marital status, sexual orientation, membership of the travelling community, family status or whether they have dependants.

The Teaching Council is committed to fulfilling its obligations under the Official Languages Act and welcomes candidates with competence in the Irish language, or an interest in developing same.

- E-mail: recruitment@teachingcouncil.ie
- Block A, Maynooth Business Campus, Maynooth, Co. Kildare, W23 Y7X0
- For further information on the Teaching Council please visit www.teachingcouncil.ie.

Purpose of the Teaching Council

The Teaching Council is the regulator of the teaching profession in Ireland. Our role is to protect the public by promoting and regulating professional standards in teaching.

We do this through the statutory registration of teachers, ensuring a highly qualified teaching profession, whose members meet and uphold high standards of professional competence and conduct.

The Teaching Council is currently seeking to appoint a Clerical Officer panel from which both full and part time future vacancies will be filled.

Location

Teaching Council, Block A, Maynooth Business Campus, Maynooth, Co. Kildare W23 Y7XO
(Blended working arrangements are available in accordance with the Teaching Council's Blended Working Protocols)

Role profile for Teaching Council Clerical Officer

Clerical Officers (COs) play a vital role in supervising and delivering a range of services on behalf of the Teaching Council. COs will work in a sub-section within the main organisational structure. The sub-sections include:

- Registration
- Policy and Communications
- Recognition
- Professional Standards (Fitness to Teach)
- Corporate Services
- Digital Transformation
- Human Resources
- Finance & IT

The Clerical Officer works as part of a team to meet work goals and objectives and to deliver quality services to both staff and the public. The duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The work of the Clerical Officer requires that employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs. The Clerical Officer is expected to carry out their duties in a manner that enhances public trust and confidence.

Key Responsibilities

Below we outline the type of work we may require Clerical Officers to undertake.

General administration skills

You could be dealing with:

- queries
- documents
- inputting information
- undertaking desk-based assessments
- answering and making phone calls
- covering reception
- handling post
- quality control of documents and process

Managing information and documents

You may be required to prepare, check, and process data and information.

You may be processing:

- applications
- case files
- invoices
- HR data
- Vetting documents
- Complaint forms

Your role would include issuing Council documents to relevant members.

Working with team and independently

Clerical Officers support line managers and colleagues.

You would work as part of a team delivering services as well as working independently. You may be required to engage with assessors, contractors, Council Members, stakeholders, etc, in the course of your work also.

Working with the public

Clerical Officers communicate and deal with the public. For example, you would respond to queries and provide information.

You must deal with all enquiries:

Clerical Officer – Open Competition

- effectively providing clear and correct information,
- efficiently,
- within the set time frames.

IT skills

Systems and software

You must have a high level of IT literacy including a proven ability to apply technology in the workplace. You must have the ability to use or learn to use a range of software packages, for example:

- MS Office
- specialised database
- case management system
- bulk SMS and Email software
- other relevant software solutions

Maintaining standards

Clerical Officers must maintain high-quality records in a thorough and organised way.

You must check all work thoroughly to make sure it is completed to a high standard.

You must approach work carefully and methodically, always displaying accuracy, even when conducting routine and repetitive work.

Meetings and events

Clerical Officers schedule meetings and manage diaries as needed.

You could also:

- take notes and minutes at meetings.
- help to organise and manage catering, room set-up and clearing.
- make arrangements for external events when required
- represent the Council at external events as necessary

Other duties

You must carry out other duties appropriate to the post when needed.

This job description is intended only as a general guide to the range of duties – your work may include more or fewer tasks than are included here. We may ask staff to work in which ever department we need them to as appropriate.

Essential Requirements

Successful candidates must meet **one** of the three following criteria.

Leaving Certificate

You must have obtained at least Grade 6 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied, or vocational programmes) or equivalent.

Or

QQI qualifications

you must have passed an examination at an appropriate level within the QQI qualifications framework. We must be able to assess this as being comparable to Leaving Certificate standard or equivalent or higher.

Or

Relevant experience

You must have appropriate relevant experience that includes equivalent skills and expertise.

The ideal candidate shall:

- have an understanding of the Teaching Council's purpose, and knowledge of public service in Ireland.
- have previous relevant work experience in a customer service environment.
- be able to work with colleagues effectively to achieve a common goal, ensuring standards are adhered to and maintained.
- have the ability to take direction/follow instruction and be flexible and proactive in their approach to work by organising and prioritising work effectively.
- have good interpersonal and communications skills with the ability to communicate in a clear, concise manner.
- have an ability to work on own initiative, in an independent environment and without constant supervision and demonstrate the ability to deliver results within timeframes.

This position is advertised in accordance with the Official Languages Act 2003 as amended. As a public body, we are committed to promoting the use of the Irish language in our services and communications.

Fluency in Irish is desirable and may be required depending on the nature of the role. We welcome candidates who can contribute to our goal of increasing Irish language capacity within the public sector, in line with the national objective that 20% of new recruits be proficient in Irish by 2030.

Please note upskilling and professional learning opportunities to increase Irish language competence may be available for appointees.

Candidate Assessment Criteria

Candidates will be assessed based on the job description outlined above, evidence of meeting the requirements set out above and the competency framework for Clerical Officer grade staff.

Teamwork

- Shows respect for colleagues and co-workers.
- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate.
- Offers own ideas and perspectives.
- Understands own role in the team, making every effort to play their part.

Information Management/Processing

- Approaches and delivers all work in a thorough and organised manner.
- Follows procedures and protocols, understanding their value and the rationale behind them.
- Keeps high-quality records that are easy for others to understand.
- Draws appropriate conclusions from information.
- Suggests new ways of doing things better and more efficiently.
- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.

Delivery of Results

- Takes responsibility for work and sees it through to the appropriate next level.
- Completes work in a timely manner.
- Adapts quickly to new ways of doing things.
- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes.
- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions.
- Identifies and appreciates the urgency and importance of different tasks.
- Demonstrates initiative and flexibility in ensuring work is delivered.
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance.

Customer Service and Communication Skills

- Actively listens to others and tries to understand their perspectives/requirements/needs.
- Understands the steps or processes that customers must go through and can clearly explain these.
- Is respectful, courteous, and professional, remaining composed, even in challenging circumstances.
- Can be firm when necessary and can communicate with confidence and authority.
- Communicates clearly and fluently when speaking and writing.

Specialist Knowledge, Expertise and Self Development

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
- Clearly understands the role, objective, and targets and how they fit into the work of the section.
- Is committed to self-development and continuously seeks to improve personal performance

Drive & Commitment to Public Service Values

- Consistently strives to perform at a high level and deliver a quality service.
- Serves the Government and people of Ireland.
- Is thorough and conscientious, even if work is routine.
- Is enthusiastic and resilient, persevering in the face of challenges and setbacks.
- Is personally honest and trustworthy.
- At all times acts with integrity.

Competition Process

How to Apply

Applications should be made by completing the application form. All sections of the form must be fully completed. Once you complete your application you must forward it to recruitment@teachingcouncil.ie.

All application forms must be submitted in Microsoft Word format only.

Closing Date

Your application must be submitted by email no later than **3pm on Wednesday, 10 September 2025**.

Applications will not be accepted after the closing date.

If you do not receive an acknowledgement of receipt of your application within five working days of applying, please contact recruitment@teachingcouncil.ie.

Candidates should make themselves available on the date(s) specified by the Teaching Council and should make sure that the contact details specified on the application form are correct.

Selection Methods

The selection will include:

- Shortlisting of candidates based on the information contained in their application form.
- Competency based interview

Shortlisting

Normally, the number of applications received for a position exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Teaching Council may decide that a number only will be called to interview.

In this respect, the Teaching Council provides for the use of a short-listing 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. An expert board will examine the application forms against a pre-determined criteria based on the requirements of 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 based on their application, appear to be better qualified and/or have more relevant experience.

Appendix One

Part 1 (Conditions which particularly apply to this position)

Pay

The scale of pay is as follows:

Personal Pension Contribution (PPC) Pay Rate

€31,105 €32,845 €33,288 €34,150 €35,423 €36,694 €37,964 €38,889 €39,939
€41,156 €42,013 €43,219 €44,417 €46,286 €47,755¹ €48,429²

This rate will apply where the appointee is a new recruit to the public service or is a civil or public servant *appointed on or after 6th April 1995* and is making a compulsory personal pension contribution. This rate will be adjusted in line with revised pay-scales published by the Department of Public Expenditure and Reform.

¹*LSI 1 is Long service Increment after 3 years on Max of scale.

²*LSI 2 is Long service increment after 6 years on Max of scale.

The **Non-Personal Pension Contribution (Non PPC)** pay rate will apply where the successful candidate is current civil or public servant *recruited before 6th April 1995* and who is not required to make a compulsory personal pension contribution. This rate will be adjusted in line with revised pay-scales published by the Department of Public Expenditure and Reform.

Important Note: Candidates should note that entry will be at the minimum of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded subject to satisfactory performance and to changes in the terms and conditions relating to salary increments in the Civil/Public Service generally. In certain circumstances, different conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant. Please note that fixed period secondments from other Public Sector bodies may be considered.

Appendix Two

Part 2 (other conditions which apply generally to the officer in this position)

Probation

The appointee must serve a probationary period, which normally will last for six months. Should the appointee's service be satisfactory as regards health, conduct, efficiency, and performance generally during the probationary period, the appointment will be confirmed.

Duties

The appointee will be required to perform any duties assigned from time to time as appropriate to the position.

Outside Employment

The position is whole-time, and the appointee may not engage in private practice or be connected with any outside business, which would interfere with the performance of official duties. Clarification must be sought from line management where any doubt arises.

Headquarters

The Teaching Council's headquarters are located in Maynooth, Co. Kildare and this post will be based there. The Teaching Council has developed a blended working protocol in line with the Blended Working Policy Framework for Civil Service Organisation. Employees may apply for a blended working arrangement in accordance with organisational requirements.

Hours of Attendance

Hours of attendance will be fixed and will amount to not less than 35 hours net of breaks per week. No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time. Flexi-time is available.

Annual Leave

The annual leave allowance will be 22 days per year, rising to 23 after five years' service. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays.

Sick Leave

Pay during properly certified sick leave, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the Department of Public Expenditure and Reform sick leave circulars.

Superannuation and Retirement

The appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in the Teaching Council depending on the status of the successful appointee:

In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment or who is not currently on a career break or special leave with or without pay from a pensionable Public Service position will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 –Section 10 of the Public Service Pension (Single Scheme and Other Provisions) Act 2012.

An individual who is on secondment will remain a member of the parent organisation's pension scheme and the pensionable remuneration will be based on their substantive grade i.e., the grade at which the individual is employed in their parent organisation.

An individual who was a member of a 'pre-existing public service pension scheme' as construed by the Public Service Pensions (Single Scheme and Other Pensions) Act 2012 and who does not qualify for membership of the Single Scheme will have standard public service pension terms reflecting new entrant or non-new entrant status for the purposes of the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

Other Information

The Teaching Council will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that the Teaching Council are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position the Teaching Council will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises, the Teaching Council may, at its discretion, select and recommend another person for appointment on the results of this selection process.

Confidentiality

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

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by the Teaching Council, or who do not, when requested, furnish such evidence as the Teaching Council require regarding any matter relevant to their candidature, will have no further claim to consideration.

Feedback regarding the process

Feedback will be provided on written request following the interview stage. Feedback is not provided at the shortlisting stage. Such a request should be made within five working days of being notified of the Council's decision.

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the

process.

Candidates 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 impersonate a candidate at any stage of the process.

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

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

- Where the candidate has not been appointed to a post, they will be disqualified as a candidate; and
- Where the candidate has been appointed subsequently to the recruitment process in question, they shall forfeit that appointment.

Data Protection Act 2018

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. Such information held is subject to the rights and obligations set out in the Data Protection Act 2018 and General Data Protection Regulation (GDPR) 2018. To make a request under the Data Protection Act 2018 or GDPR 2018, please submit your request in writing to dpo@teachingcouncil.ie.

Please ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.