

## **The Teaching Council - Clerical Officer Positions**

The Teaching Council is the professional standards body for teaching in Ireland. Its core aim is to promote and regulate the profession of teaching in Ireland. Currently, there are over 105,000 primary, post-primary and further education teachers registered with the Teaching Council.

The Teaching Council is seeking to fill a small number of Clerical Officer vacancies that are expected to arise over the coming 12/24 months. The positions to be filled are based in the Teaching Council offices in Maynooth, Co Kildare.

The officers to be appointed will be required to undertake a range of administrative duties which will vary depending on the assignment. The following outlines the type of work that you may be required to undertake:

- General administration duties e.g. dealing with queries, documentation, input of information, answering/making telephone calls, reception cover, handling post;
- Processing applications and case files including quality control of documentation;
- Working as part of a team in delivering services and supporting team-managers and colleagues
- Dealing with the public/customers e.g. responding to queries and providing information;
- Preparing and producing data/information as may be required by team-managers and colleagues;
- Ensuring that all enquiries related to his/her duties are dealt with effectively, efficiently and within the set time frames;
- Issuing Council documentation to external stakeholders
- Using information technology e.g. word processing, spreadsheets, database, e-mail, internet, specialised database and software solutions (training will be provided);

- Keeping records as may be required by the wider team and management
- Scheduling meetings and diary management as required
- Note/Minute taking at meetings
- Assisting with organising of catering and facilities management
- Performing such other duties appropriate to the post as may be assigned

### **Essential Requirements**

Successful candidates must:

have obtained at least Grade H6 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent

**or**

have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise;

Successful candidates will demonstrate:

- Previous relevant work experience, in a customer service office environment;
- Excellent office based communications skills including phone, email, letter writing and note-taking, and be able to communicate effectively in a clear and concise manner;
- A capacity to deliver on results within timeframes;
- Appropriate ICT skills, e.g. proficiency in MS Word, Excel, e-mail and familiarity with operating CRM or case-file databases, etc;
- Knowledge and skills to be an effective administrator 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
  - work independently and as part of a team

This job description is intended as a general guide to the range of duties and it is neither definitive nor restrictive. The Teaching Council reserves the right to assign staff within the Teaching Council as appropriate and necessary.

The Council provides free on-site car-parking and operates a flexi working hours.

## Candidate Assessment Criteria

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

<b>Clerical Officer Level</b>
<b>Team Work</b>
<ul style="list-style-type: none"> <li>• Shows respect for colleagues and co-workers</li> <li>• Develops and maintains good working relationship with others, sharing information and knowledge, as appropriate</li> <li>• Offers own ideas and perspectives</li> <li>• Understands own role in the team, making every effort to play his/her part</li> </ul>
<b>Information Management / Processing</b>
<ul style="list-style-type: none"> <li>• Approaches and delivers all work in a thorough and organised manner</li> <li>• Follows procedures and protocols, understanding their value and the rationale behind them</li> <li>• Keeps high quality records that are easy for others to understand</li> <li>• Draws appropriate conclusions from information</li> <li>• Suggests new ways of doing things better and more efficiently</li> <li>• Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc</li> </ul>
<b>Delivery of Results</b>
<ul style="list-style-type: none"> <li>• Takes responsibility for work and sees it through to the appropriate next level</li> <li>• Completes work in a timely manner</li> <li>• Adapts quickly to new ways of doing things</li> <li>• Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes</li> <li>• Writes with correct grammar and spelling and draws reasonable conclusions from written instructions</li> <li>• Identifies and appreciates the urgency and importance of different tasks</li> <li>• Demonstrates initiative and flexibility in ensuring work is delivered</li> <li>• Is self-reliant and uses judgment on when to ask manager or colleagues for guidance</li> </ul>
<b>Customer Service &amp; Communication Skills</b>
<ul style="list-style-type: none"> <li>• Actively listens to others and tries to understand their perspectives/ requirements/ needs</li> <li>• Understands the steps or processes that customers must go through and can clearly explain these</li> <li>• Is respectful, courteous and professional, remaining composed, even in challenging circumstances</li> <li>• Can be firm when necessary and communicate with confidence and authority</li> <li>• Communicates clearly and fluently when speaking and in writing</li> </ul>
<b>Specialist Knowledge, Expertise and Self Development</b>
<ul style="list-style-type: none"> <li>• Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems spreadsheet, Microsoft Office, relevant policies etc</li> <li>• Clearly understands the role, objective and targets and how they fit into the work of the</li> </ul>

section

- Is committed to self-development and continuously seeks to improve personal performance

**Drive and Commitment**

- 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.

## **PRINCIPAL CONDITIONS OF SERVICE**

**Salary:** All new entrants to the public service will be required to commence employment at the minimum point of the scale. The scale of pay is as follows:

### **Pension Contribution (Non PPC) Pay Rate**

€24,828 €25,937 €26,668 €27,763 €28,857 €29,951 €30,736 €31,800 €32,688  
€33,414 €34,447 €36,053 €37,319 (LSI 1\*) €37,901 (LSI 2\*)

This rate will apply where the appointee is a civil or public servant appointed on or before 6<sup>th</sup> April 1995 and who is not required to make a compulsory pension contribution.

### **Pension Contribution (PPC) Pay Rate**

€24,104 €25,681 €26,083 €26,864 €28,017 €29,167 €30,319 €31,157, €32,105 €33,209  
€33,986 €35,078 €36,162, €37,855 €39,186 (LSI 1\*) €39,796 (LSI 2)

This rate will apply where the appointee is a new entrant to the civil or public service or a current serving civil or public servant appointed on or after 6<sup>th</sup> April 1995 and is making a compulsory personal pension contribution.

*\*LSI 1 is Long service Increment after 3 years on Max of scale. \*LSI 2 is Long service increment after 6 years on Max of scale.*

**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.

### **Further Important Information**

For further details on **Principal Conditions of Service**, e.g. Annual Leave, Superannuation etc please see Appendix 1

For other important information relevant to this campaign please see Appendix 2

## **COMPETITION PROCESS**

### **How to apply**

Applications should be made by completing the form available on <http://www.teachingcouncil.ie/en/About-Us/>. All sections of the form must be fully completed. Once you complete your application you must forward it to [recruitment@teachingcouncil.ie](mailto:recruitment@teachingcouncil.ie). **Applications will not be accepted after the closing date.**

### **Closing date**

**Your application must be submitted by email no later than 5pm, 4 March 2020** If you do not receive an acknowledgement of receipt of your application within 5 working days of applying please contact Bernie Cahill at 01 6517900 or [recruitment@teachingcouncil.ie](mailto: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 on the basis of the information contained in their application
- Competency Based Interview
- Taking up of successful candidate references

### **Shortlisting**

Normally, the number of applications received for a position exceeds that required to fill existing and future vacancies of the position.

A panel may be established on foot of the results of the final interview process and this panel may be used to fill future vacancies which may arise. This panel, if created, will remain in place for up to two years.

## Part 1 (Conditions which particularly apply to this position)

- **Probation:** The officer must serve a probationary period, which normally will last for 6 months. Should the officer's service be satisfactory as regards health, conduct, efficiency and performance generally during the probationary period, the officer's appointment will be confirmed.
- **Duties:** The officer 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 officer may not engage in private practice or be connected with any outside business, which would interfere or conflict with the performance of official duties. Clarification must be sought from line management where any doubt arises.
- **Headquarters:** An officer's headquarters will be such as may be designated from time to time by the Director. The current headquarters are located in Maynooth, Co Kildare.
- **Hours of attendance:** Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross per week (or 37 hours net of rest breaks per week). Flexi time is available.
- **Annual Leave:** The annual leave allowance will be 22 days per year, rising to 23 after five years' service and to 24 after ten 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 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 Department of Public Expenditure and Reform's 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:
  - (a) 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/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 Pensions (Single Scheme and Other Provisions) Act 2012 refers);
  - (b) 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 his/her substantive grade i.e. the grade at which the individual is employed in his/her parent organisation;



(c) 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 Provisions) 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.

### **Appointee’s status for superannuation purposes**

At the time of being offered an appointment, the Teaching Council, in consultation with the Department of Public Expenditure and Reform if necessary, will, in light of the appointee’s previous Public Service (and/or other) employment history, determine the appropriate pension terms and conditions to apply. Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee’s status. The following points should be noted:

- **Pension Accrual**

The Public Service Pension (Single Scheme and other Provisions) Act 2012 introduced a 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme. This may have implications for any appointee who has acquired pension rights in a previous Public Service employment.

- **Pension Abatement**

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree’s public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which, as indicated below, render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment. Special arrangements will, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) , the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government (Circular letter LG(P) 06/2013) which, as indicated below,

renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the cesser of such employment or on the person's 60<sup>th</sup> birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

- **Ill-Health Retirement**

For an individual who has retired from a Civil/Public Service body on the grounds of ill- health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

- **Pension-Related Deduction**

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

For further information in relation to public service superannuation issues please see the following website: <http://per.gov.ie/pensions>

## **ELIGIBILITY TO APPLY AND CERTAIN RESTRICTIONS ON ELIGIBILITY**

### **Citizenship Requirement**

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

Citizens of non-European Economic Area (EEA) States will not be eligible to compete. A candidate who is in doubt in this regard should consult the Department of Jobs, Enterprise & Innovation.

**Voluntary Early Retirement Schemes (VERs)/Voluntary Redundancy Schemes (VRS)/Incentivised Scheme for Early Retirement (ISER):**

- **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

- **Incentivised Scheme for Early Retirement (ISER):**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

- **Department of Health and Children Circular (7/2010):**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

- **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. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. 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 of previous public service employment history:**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

**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, 1997 and 2003 applications will be treated in strict confidence.

**Security Clearance**

Vetting may be sought in respect of individuals who come under consideration for appointment. The applicant will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to the National Vetting Bureau for security checks on all Irish and Northern Irish addresses at which they resided. If unsuccessful this information will be destroyed by the Teaching Council. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

### **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 in regard to any matter relevant to their candidature, will have no further claim to consideration.

### **Quality Customer Service**

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

Feedback will be provided on written request.

### **Review Process**

Should a candidate be unhappy with an action or decision in relation to their application for appointment, they may write to the Director of The Teaching Council, setting out the basis on which they seek a review. This request must be made within 5 working days of receiving notification of the decision on their application. This review will be carried out internally by the Teaching Council.

### **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 personate a candidate at any stage of the process. In addition:

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

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

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 Acts, 1988 & 2003 and General Data Protection Regulation (GDPR) 2018. To make a request under the Data Protection Acts 1988 & 2018 or GDPR 2018, please submit your request in writing to:

The Data Protection Officer  
The Teaching Council  
Block A Maynooth Business Campus  
Maynooth  
Co. Kildare  
W23 Y7X0

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.