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**INFORMATION GUIDE**

**GRADE III – Clerical Officer**

**(Temporary, Fixed Term & Specific Purpose Vacancies)**

Waterford and Wexford Education and Training Board (WWETB) was established on 1 July 2013. It officially incorporated SOLAS Training Centres in Waterford and Wexford to its range of services on 1 July 2014. Since then, WWETB has been providing a comprehensive range of education and training services throughout Waterford and Wexford and it is the largest education and training provider across both counties through Primary-level education, Second-level Colleges, Further Education Colleges, Further Education and Training Centres, an Outdoor Education and Training Centre, and Youth Services delivering education and training programmes. With over 1,700 staff WWETB is also a significant employer in the South-East and prides itself on being an employer of choice for prospective employees.

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| **Details of Position** | Please refer to the Job Description for a full breakdown of the Grade III Clerical Officer role. |
| **Panel** | WWETB reserves the right to form panels from which any temporary, fixed term or specific purpose vacancies that arise will be filled. |
| **Salary** | Please refer to <https://www.wwetb.ie/about/organisation/human-resources/pay/> for current salary scale. Successful candidates will be paid at point 01 of the salary scale unless they have previous public sector service in an administrative grade. |
| **Annual Leave** | 22 working days per annum. |
| **Essential Requirements** | * Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examinations (higher, ordinary, applied or vocational preparation) or equivalent or have passed an examination at the appropriate level within QQI qualifications framework which can be assessed as being of a comparable standard to Leaving Certificate or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. * Have the requisite knowledge, skills and competencies to carry out the role. * Be capable and competent of fulfilling the role to a high standard. |
| **Desirable Requirements** | * Excellent administrative skills. * Excellent communication and interpersonal skills. * Strong attention to detail. * Ability to work on own initiative within a flexible, co-operative and team structure. * Proven record as a team player. * Self-motivating, flexible and results focused. * Goal oriented in a manner that ensures work is comprehensively completed. * Understand the main features and current challenges of public service and regulatory reform. |
| **Principal Duties and Responsibilities** | The general duties for this role will be listed in the job description |
| **Competencies** | **Team Work**   * 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 his/her part.   **Information Management / Processing**   * Approaches and delivers all work in a thorough and organised manner. * Follows procedures and protocols, understanding their value and 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 judgement on when to ask manager or colleagues for guidance.   **Customer Service & 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 communicate with confidence and authority. * Communicates clearly and fluently when speaking and in 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, objectives and targets and how they fit into the work of the unit. * 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 in 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. |
| **Application form** | When completing the application form candidates will be asked to demonstrate a specific example which illustrates how they have developed the relevant competency during their career to date. Candidates should think clearly about examples which demonstrate their suitability for the position.  Ideally candidates should include all elements of the STAR competency framework which is outlined as follows:   |  |  | | --- | --- | | **S**ituation | Present a challenge situation you found yourself in | | **T**ask | What did you need to achieve from the situation? | | **A**ction | What action did you personally take to achieve this? | | **R**esult | What was the result of your action? | |
| **Citizen Requirements** | Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreement may also apply. Please visit the link below for updates to these requirements:  [Coming to Work in Ireland - Workplace Relations Commission](https://www.workplacerelations.ie/en/what_you_should_know/coming_to_work_in_ireland/) |
| **Terms & Conditions of Appointment** | * The appointment will be subject to the sanction of the Chief Executive. * The appointment will have a 11-month probationary period, details of which will be stipulated in the contract of employment. * Any offer will be subject to the receipt of two satisfactory references. * Appointment is to WWETB as a whole, not to a particular centre. WWETB reserves the right to transfer Officers as the needs of the scheme dictates. * The person appointed to the post will be required to contribute to the relevant Superannuation Scheme. * For the purposes of satisfying the requirements as to health it will be necessary for the successful candidate to undergo a medical examination by a qualified practitioner nominated by WWETB. Medicals must take place prior to the candidate’s commencement and WWETB will cover the cost of the medical. * External work may not be undertaken without prior consent of WWETB. |
| **Garda Vetting** | * WWETB is registered with the National Vetting Bureau (NVB) which provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of the recruitment and selection process, offers of employment may be subject to NVB disclosures. * WWETB reserves the right to re-vet all staff employed in positions that entail working with children and vulnerable adults at any time during their employment. |
| **Termination** | The appointment will be terminated by one month’s notice in writing on either side. |
| **Additional terms and conditions** | All other terms and conditions of employment will be listed in the employees’ contract of employment |

**Notes:**

• It the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when submitting applications are not the responsibility of the WWETB. Therefore, candidates are strongly advised to submit applications well before the 4pm deadline on the specified closing date.

• Applications will be assessed on the information provided. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications may not be considered.

• WWETB may contact the named referees and/or employers for a reference should you be called to interview.

• Selection will be by the way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.

**Late applications will not be accepted. Shortlisting may take place.**

**Canvassing will disqualify.**

**WWETB is an equal opportunities employer**