



Information Booklet

Clerical Officer Grade 3

Apply by Friday 14th October @ 5 pm



LGMA

Local Government
Management Agency

About the LGMA

The Organisation

The Local Government Management Agency (LGMA) is a state agency that provides a range of services and supports to the local government sector. We are an agency of the Department of Housing, Local Government and Heritage, primarily funded by local authorities.

Through our work with local authorities and other stakeholders, we support the co-ordinated and effective delivery of local government services and policy.

Our work is guided by the local authorities and geared towards helping them to improve efficiency across their services; to implement change; and to make use of leading practice from inside and outside the sector.

Working for the LGMA gives you the opportunity to gain experience at the heart of local government and to make a real difference for local authorities and citizens in Ireland.

What we do

The LGMA's work extends across a number of diverse areas in order to meet the changing needs of the local government sector.

- We drive, monitor, and maintain shared services projects across the local government sector
- We advise and support on strategy and policy development across the local government sector
- We provide professional Human Resources (HR) and Industrial Relations (IR) guidance, advice, and support to local authorities
- The LGMA develops, procures, maintains, and provides support for several internal ICT systems in use in the local government sector
- Our Libraries Development section is the national advisor and development agency for public libraries in Ireland
- Our Water Services Transition Office (WSTO) supports the Water Services Reform Programme and the transition of services to Irish Water
- The LGMA provides research and communications support to the local government sector
- We provide programme management and innovation support to local authorities

Find out more about the LGMA at www.lgma.ie

About the role

The Clerical Officer role is a key support position within the LGMA and is assigned to a service delivery (e.g. Programme Management & Innovation, Organisation Support, Strategy Research & Communications) or internal support functional area (e.g. Corporate Services, Finance, HR) as required.

The role provides a comprehensive general administrative and clerical support to a section, department or division and assists with the smooth, efficient and professional operation of the business area. The role involves supporting managers and colleagues and working as part of a team in meeting work goals and objectives and delivering quality services to internal and external customers.

The duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The performance of the entire range of duties is not necessarily confined to any one individual within a section, as the work requires that employees in the role, function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs.

Key Duties and Responsibilities

The post holder will work under the direction and management of a designated official and the following reflects the typical duties required of the post holder:

- General clerical work e.g. filing, photocopying, answering/making telephone calls, dealing with emails, meeting/ event support, database administration etc. under the supervision of a designated manager
- Supporting line-managers and colleagues
- Working as part of a team in delivering business support services
- Communicating and dealing with the public/customers e.g. responding to queries and providing information face-to-face, by telephone or via email
- Using Information Technology on a daily basis e.g. word processing, spreadsheets, database, email, internet and LGMA intranet and extranet
- Providing cover to the LGMA reception and switchboard on a rota basis as required, greeting visitors, booking meeting rooms, registering post and providing other reception services as required

- Coordinating and attending meetings, taking minutes and preparing draft minutes as required
- Assisting with the preparation and running of events
- Maintaining high quality records/ databases and circulation lists in a thorough and organized manner
- Maintaining confidentiality of documents and materials as appropriate, at all times
- Providing research support as required, including obtaining and collating information
- Carrying out routine accounts work
- Input to LGMA corporate initiatives, as required
- Carrying out any other duty that may be assigned from time to time by the Line Manager

Essential Requirements

1. **Character**

Candidates shall be of good character.

2. **Health**

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

3. **Education, training, experience, etc.**

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

- 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 a least equivalent standard

Or

- III. have had at least two year's previous service in a permanent and pensionable office of Clerical Officer under a Local Authority, or public sector body.

Or

- IV. have satisfactory relevant experience which encompasses demonstrable equivalent skills

And

Demonstrate the following competencies as set out in the LGMA Competency Framework (see Appendix)

Purpose and Change
Knowing the purpose of your section and its priorities
Co-operating with change
Delivering Results
Identifying problems and contributing to solutions
Delivering quality work and services
Personal Performance
Performing effectively
Communicating effectively
Personal Effectiveness
Skills, experience, and knowledge
Personal motivation, initiative, and achievement

Desirable but not Essential

The ideal candidate will demonstrate:

- Understanding of the role of a Clerical Officer
- Relevant administrative experience and clerical skills
- Strong customer service ethos
- Knowledge and experience of operating ICT systems
- Be self-motivated and an effective communicator
- Be able to work under pressure, to tight timelines, effectively and flexibly, as part of a team.

Application and selection

How to apply

All applications should be emailed directly to jobapplications@lgma.ie no later than **5pm on Friday 14th October**. Applications must be made on the official application form and all sections must be completed in full. When completing the application form, accuracy is essential. The information you supply in the application form will play a central part of the selection process. If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your junk/spam folders as email notifications may be filtered into your junk/spam email folders. Any other queries regarding your application form should be emailed to jobapplications@lgma.ie

Shortlisting

The Agency reserves the right to shortlist applications based on the information supplied in the application form. In the event of a shortlisting exercise being employed, the Interview Board will examine the information provided in your application, assess it against the criteria based on the requirements for the position and decide if you will be shortlisted, relative to the other candidates applying for the position.

Interview

Admission to the interview is conditional on receipt of a completed application form by the required cut-off date. The onus is on all applicants to make themselves available for the obligatory interview on the date specified by the LGMA and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the address specified on their application form. Virtual interviews are taking place over MS Teams. Instructions and guidance and links will be sent to you in advance of interview should you be shortlisted for interview. Interviews will be conducted by an Interview Board set up by the LGMA. The Interview Board will assess the merits of candidates. Only candidates who reach such a standard as the Interview Board consider satisfactory in the interview will be considered for selection. Candidates at interview must demonstrate relevant experience and job-related achievements and the following key competencies as set out in LGMA Competency Framework available in the Appendix.

Panels

A panel(s) may be formed on the basis of the outcomes of the selection process. Candidates placed on a panel may within the life of the panel be appointed as appropriate vacancies arise for both temporary and permanent posts. The placement on a panel does not necessarily lead to a job offer. Candidates whose names are on the panel may be offered a similar role at the same level within the Agency. The life of the panel will be one year.

The selection process will not be concluded until such time as references have been sought and clearance checks, i.e. Garda vetting, occupational health, verification of education qualifications have been carried out.

Feedback & Review

Candidates have the right to seek feedback from their interview. Should a candidate be unhappy with an action or decision in relation to their application for appointment, they have the right to seek a review of the process. This request must be made within 5 working days of receiving notification of the decision on their application.

Deeming of Candidate to be Withdrawn

Candidates who do not attend for interview as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

Offer of Appointment

The LGMA shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month. If they fail to take up the appointment within such period, or such longer period as the Agency in its absolute discretion may determine, the Agency shall not appoint them. All appointments are subject to receipt of satisfactory references and candidates may be required to produce documentary evidence of qualifications or experience claimed in their applications.

Probationary Period

All new employees are required to satisfactorily complete a probationary period. In accordance with the 'Terms and Conditions of Employment' in their employment contract employees will be required to serve an initial probationary period. During this period, the employee's performance on the job and potential abilities are evaluated to determine suitability for the position. At the end of this probationary period, a formal assessment will be carried out by the employee's line manager, resulting in a decision on whether the employee has completed their probation satisfactorily.

Candidates should note that canvassing will disqualify their application.
The Local Government Management Agency is committed to a policy of equal opportunity.

Principal Conditions of Service

General

The appointment is to a Permanent post in the Local Government Management Agency and is subject to general terms and conditions in operation relating to appointments in the Agency.

Remuneration

The salary scale applicable to this position is as follows as at 1st February 2022:

Point No.	1	2	3	4	5	6
Salary	€25,353	€26,985	€27,389	€28,204	€29,395	€30,589
Point No.	7	8	9	10	11	12
Salary	€31,783	€32,649	€33,632	€34,770	€35,578	€36,708
Point No.	13	14	LSI 1			
Salary	€37,844	€39,982	€41,500			

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the office shall pay to the LGMA any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform. Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line with current Government Policy.

Tenure and Contract

The position of Clerical Officer- Grade 3 is full-time and permanent.

Hours of Attendance

Hours of attendance will be as fixed from time to time. Typically, hours will be of the order of 35 hours per week. The LGMA currently operate a transitional Blended Working model pending the introduction of national policy for the sector. The LGMA currently have a flexible working hour attendance scheme in operation.

Location

At present the LGMA has offices at two locations in Dublin. When absent from home or headquarters on official duty appointees will be paid appropriate travelling expenses and subsistence allowances, subject to normal regulations.

Annual leave

The Annual Leave allowance for New Entrants is 27 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the LGMA, is based on a five-day week and is exclusive of the usual public holidays.

Confidentiality

All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone outside those directly involved in the recruitment process.

Freedom of Information

Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act, 2014.

Data protection

The information submitted with an application is used in processing the candidature and subsequent employment (if successful) and such information is held subject to the rights and obligations of the Data Protection Acts.

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 the successful candidate(s).

Please note that any offer of employment will be conditional upon the individual being legally entitled to live and work in Ireland.

Appendix - Grade 3 Level Competencies

Section One		Section Two		Section Three		Section Four	
Purpose and Change		Delivering Results		Personal Performance		Personal Effectiveness	
1.1	Knowing the purpose of your section and its priorities	2.1	Identifying Problems and Contributing to Solutions	3.1	Contributing Positively	4.1	Skills, Experience and Knowledge
1.2	Understanding and complying with the Code of Business Conduct for all employees	2.2	Implementing Work Programmes	3.2	Performing Effectively	4.2	Resilience and Personal Well Being
1.3	Maintaining a Positive Image of the LGMA	2.3	Taking care of LGMA Resources	3.3	Co-operating to Reduce Conflict	4.3	Integrity
1.4	Co-operating with Change	2.4	Complying with LGMA Rules	3.4	Communicating Effectively	4.4	Personal Motivation, Initiative and Achievement
1.5	Safety, Health and Welfare at Work	2.5	Delivering Quality Work and Services				