



Information Booklet

General Services Supervisor

Apply by Friday 10th March @ 5pm



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 LGMA is seeking applicants for the role of General Services Supervisor. The role is a key position within the LGMA and the successful candidate will be responsible for facilities management, working under the direction of the Corporate Services team.

The LGMA operate two office premises, Local Government House on Usher's Quay and Phoenix House on Conyngham Road. The role involves general facilities management of both buildings. This is an interesting and varied role offering the successful candidate an opportunity to further develop facilities management experience across a wide range of areas. The role includes being the point of contact for various tradespeople and suppliers, setting out and overseeing maintenance schedules and ensuring suppliers adhere to Service Level Agreements and contracts.

Key Duties and Responsibilities

This post will require skills associated with Facilities and Property Management, and Reception and Porter services which include the following:

Property Management – Purchase Orders, Contracts and Service Level Agreements

- Raise facilities purchase orders annually and as required during the year.
- Monitor spend against purchase orders and report on same
- Maintain a *Register of Maintenance Services*
- Maintain a *Register of Contract of Facilities Services and Service Level Agreements*
- Liaise with service providers on a weekly, monthly, quarterly, and annual basis as necessary

Facilities Management

- Be the first point of contact with all tradespeople providing a service to the LGMA.
- Be responsible for liaising with plumbers, electricians and software developers regarding the Building Control Management System
- Monitor plant equipment and arrange for appropriate maintenance.
- Make recommendations for upgrade/replacement of equipment as necessary.
- Arrange quality check and audit of completed works as required.
- Carry out weekly and monthly inspections on building fabric.
- Co-ordinate contracts for works.
- Oversight of central services i.e., Security, Cleaning, Waste Disposal, Recycling

- Liaise and co-ordinate catering and cleaning services as required.
- Oversee Agency equipment such as printers/franking machine ensuring sufficient materials and supplies are available for optimum use
- Monitor and maintain stationery supplies, first aid supplies, cleaning supplies and canteen supplies.
- Assist facilities personnel by providing clerical and administrative support.

Supervision Duties

- Supervise security/caretaker porters and ensure all duties assigned are carried out.
- Provide back up to caretaker porter in emergency situations.

Energy Management

- Monitor daily energy use and optimise facilities in both buildings.
- Contribute to effective Energy Efficiency and Waste Management processes.

Accessibility

- Liaise with Access Officer re Accessibility processes and procedures.

Health and Safety

- Ensure Health and Safety requirements are implemented and adhered to by employees and visitors to the LGMA.

Meeting Room Management

- Assist with meeting preparation and running events by co-ordinating preparation for meetings/workshops/training etc, organising equipment and furniture layout including setting up microphones and projection facilities.

Reception Duties

- Provide flexible support for the opening and closing of the building.
- Provide a key holding service.
- Distribute internal post.
- Provide relief cover at reception on an emergency basis until security cover arrives.

Training

- Take responsibility for personal development and participate in training and development as required.

The above is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive. It will be subject to periodic review with the post holder.

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:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable in all other relevant respects for appointment to the post concerned and if successful, they will not be appointed to the post unless they:
 - agree to undertake the duties attached to the post and accept the conditions under which the duties are or may be required to be performed
 - Are fully competent and available to undertake and fully capable of undertaking the duties attached to the position.
 - Undertake any training deemed necessary by the LGMA

And

- Given the nature of the work, the candidate must be capable of physical work.
- A full unendorsed driving license and use of own vehicle is essential.

And

The ideal candidate will demonstrate:

- A good understanding of the role of a General Services Supervisor
- Relevant administrative experience and clerical skills
- The ability to work on their own initiative.
- A strong customer service ethos
- An awareness of Health and Safety legislation and regulations and their application in the workplace
- Knowledge and experience of operating ICT systems
- Be self-motivated and be an effective communicator.
- Be able to work under pressure, to tight timelines, effectively and flexibly, as part of a team

And

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

Understanding Purpose and Change
Knowing the purpose of the LGMA and its priorities and structures
Safety, health and welfare at work
Delivering Results
Identifying problems and contributing to solutions
Delivering quality work and services
Performance Through People
Communicating effectively
Managing and directing
Personal Effectiveness
Qualifications, skills and knowledge
Personal motivation and initiative

Application and selection

How to apply

All applications should be emailed directly to jobapplications@lgma.ie no later than **5pm on Friday 10th March**. 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 may take 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. 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 October 2022 (Weekly Rate):

Point No.	1	2	3	4	5
Salary	€806.88	€823.50	€840.09	€857.19	€874.17
Point No.	6	7	8	9	
Salary	€891.14	€908.18	€925.07	€942.00	

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 General Services Supervisor 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 39 hours per week. The LGMA reserves the right to alter your hours of work from time to time. You may be required to work overtime on various occasions.

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 25 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 - Competencies

Understanding Purpose and Change		Delivering Results		Performance through People		Personal Effectiveness	
1.1	Knowing the purpose of the LGMA and its priorities and structures	2.1	Identifying problems and contributing to solutions	3.1	Managing and directing	4.1	Qualifications, skills and knowledge
1.2	Understanding and complying with the Code of Business Conduct for all employees	2.2	Organising and implementing work programmes	3.2	Performing effectively	4.2	Resilience and personal wellbeing
1.3	Maintaining a positive image of the LGMA	2.3	Managing resources	3.3	Managing conflict	4.3	Integrity
1.4	Implementing and co-operating with change	2.4	Complying with LGMA rules	3.4	Communicating effectively	4.4	Personal motivation and initiative
1.5	Safety, health and welfare at work	2.5	Delivering quality work and services				