



Information Booklet

HR Clerical Officer Grade 3

2.5 Year Contract

Apply by Friday 18th February 2022 @ 5pm



LGMA
Local Government
Management Agency

About the role

This Clerical Officer role is a key support position within the LGMA and the successful candidate will be assigned to an internal support function in the HR team.

The role provides a comprehensive general administrative and clerical support to the department 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.

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:

- Assisting the HR team in supporting recruitment and Learning & Development functions including booking training, maintaining records and payments, liaising with third party providers, assisting in interview scheduling and correspondence, minute taking and record management.
- 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., using word, excel, databases, 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 organised 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
- Comply with Health and Safety legislative requirements, policies and procedures and safe systems of work
- Input to LGMA corporate initiatives, as required
- 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
- Carrying out any other duties that may be assigned from time to time by the Line Manager.

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.

The ideal candidate will demonstrate:

- Understanding of the role of a Clerical Officer
- Relevant administrative experience and clerical skills
- Ability to work on their own initiative
- Strong customer service ethos
- 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 an effective communicator
- Be able to work under pressure, to tight timelines, effectively and flexibly, as part of a team

Essential Requirements

Character

Each candidate must be of good character.

Health

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

Education, Experience, etc.

Each candidate must:

1. (a) 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

(b) have passed an examination of a least equivalent standard

or

(c) 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

(d) 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

- Qualification in HR field such as CIPD Cert/Diploma/Degree
- 1 Years' Experience in a HR support role

Application and Selection

How to apply

All applications should be emailed directly to jobapplications@lgma.ie no later than **5pm on 18th February 2022**. 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

Panels may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the LGMA that they possess the qualifications declared for the office and that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate vacancies arise. The life of the panel will be one year.

Deeming of Candidature to be withdrawn

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

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.

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

This is a temporary post in the Local Government Management Agency and is subject to general terms and conditions relating to appointments in the Agency.

Tenure

The contract duration for the position of HR Clerical Officer – Grade 3 is for a 2.5-year period from date of appointment.

Remuneration

The salary scale for this position is as follows as at 1st October 2021:

Point No.	1	2	3	4	5	6
Salary	€25,102	€26,718	€27,118	€27,925	€29,104	€30,286
Point No.	7	8	9	10	11	126
Salary	€31,468	€32,326	€33,299	€34,426	€35,226	€36,345
Point No.	13	14	LSI 1			
Salary	€37,469	€39,586	€41,089			

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. Subject to satisfactory performance increments may be payable in line with current Government Policy.

Hours of Attendance

Hours of attendance will be as fixed from time to time. Typically, hours will be of the order of 37 hours per week. The position holder will be required to work a five-day week.

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.

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.

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).

Appendix – Clerical Officer – Grade 3 Level Competencies

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 Works Programmes	3.2	Performing Effectively	4.2	Resilience and Personal Well Being
1.3	Maintaining a positive image of 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 Outcomes and Services				