



An tOmbudsman Seirbhísí  
Airgeadais agus Pinsean  
Financial Services and  
Pensions Ombudsman

### **Candidate Information Booklet**

The Financial Services and Pensions Ombudsman intends to hold a competition for the purpose of recommending suitable persons for appointment to the position of:

### **Clerical Officer**

**Closing date:** 3:00pm on 30 September 2019

The Financial Services and Pensions Ombudsman runs this campaign in compliance with the Codes of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) which are available on [www.cpsa.ie](http://www.cpsa.ie).

The Financial Services and Pensions Ombudsman is committed to a policy of equal opportunity.

Financial Services and Pensions Ombudsman,  
Lincoln House, Lincoln Place, Dublin 2, D02 VH29.  
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[www.fspo.ie](http://www.fspo.ie)

**CONTEXT:**

This is an exciting time to join a newly established independent statutory body with a very important consumer protection remit. The Office of the Financial Services and Pensions Ombudsman (FSPO) was established on 01 January 2018 to resolve complaints from consumers, including small businesses and other organisations, against financial service providers or pension providers.

We provide an independent, fair, impartial, confidential and free service to resolve complaints through either informal mediation or formal investigation and adjudication. When a consumer is unable to resolve a complaint or dispute with a financial service or pension provider they can refer their complaint to the FSPO.

We deal with complaints informally at first, by listening to both parties and engaging with them to facilitate a resolution that is acceptable to both parties. Much of this informal engagement takes place by phone. For complaints where these early interventions do not resolve the dispute, the FSPO formally investigates the complaint and issues a decision that is legally binding on both parties, subject only to an appeal to the High Court.

The Ombudsman has the power to direct a provider to pay compensation of up to €500,000 to a complainant. He can also direct that a provider rectify the conduct that is the subject of the complaint. There is no limit to the value of rectification he can direct. During the formal investigation of complaints, documentary and audio evidence, and other material, together with submissions from the parties, are gathered by this office and exchanged between the parties.

Following detailed consideration of all of the evidence and submissions made, a preliminary decision is issued to the parties and they are advised that certain limited further submissions can be made prior to the issuing of a legally binding decision. The financial service or pension provider must implement any direction given by the Ombudsman in his legally binding decision.

In July 2018, we launched our [Strategic Plan, 'Enhancing the Customer Experience'](#), which sets out the vision for the next three years. This Plan recognises the increasing volume of complaints and aims to ensure that the organisation can deal efficiently with this increase while enhancing the experience of customers by delivering services faster and better. In January 2019, we launched an online database which details the legally binding decisions which issued in 2018. In addition to publishing the database of full decisions, we also published a ['Digest of 2018 Decisions'](#) which includes a short summary of a selection of 27 legally binding decisions issued in 2018. In March 2019, we published our ['Overview of Complaints 2018'](#) which provides a summary of the 5,588 complaints made to the FSPO in 2018, and how these were dealt with.

Our work is funded through two distinct sources; the management of financial services complaints is funded by a levy on the financial services industry and the management of pensions complaints is funded by the Exchequer, through the Department of Finance. Our current staff complement is over 60 and we have recently obtained sanction for 35 additional permanent positions in recognition of our important and expanding role. We operate under a four-team structure comprising: Corporate and Communication Services; Dispute Resolution Services; Investigation, Adjudication, and Legal Services; and Customer Operations and Information Management.

## Statutory Powers

The Oireachtas, through the Financial Services and Pensions Ombudsman Act 2017 has given the FSPO significant statutory powers that are among the strongest in the world for any specialist ombudsman.

These include the power to:

- Collect evidence, enter a business premises, summon witnesses and examine them under oath in order to investigate complaints and make legally binding decisions;
- Direct compensation of up to €500,000 for financial service complaints, €52,000 per year for complaints about annuities, and unlimited rectification for both financial service and pension complaints;
- Publish decisions in relation to financial service complaints and case studies in relation to pension complaints;
- Publish the names of financial service providers who have more than three complaints upheld, substantially upheld or partially upheld in a year;
- Bring matters of concern to the attention of the Central Bank of Ireland or the Pensions Authority.

In addition to these extensive powers of investigation, the Act also provides that the Ombudsman shall, as part of an investigation, try, as far as possible, to resolve a complaint by mediation. This makes the FSPO a vital and integral part of the consumer protection framework. Therefore, these powers will be used to the fullest extent to ensure that any complainant with an unresolved complaint against a financial service provider or a pension provider has a robust and clear path to seek redress.

The FSPO now intends to hold a recruitment competition to set up a panel from which appointments to the role of Clerical Officer may be made across any of its teams. Once a candidate has accepted or

refused a formal offer of appointment, their name will be removed from the panel. Any panel formed as part of this campaign which is not exhausted through the appointment of candidates to current or future vacancies, will expire on 30 September 2021.

### **ROLE OF CLERICAL OFFICER:**

Clerical Officers may be assigned to any team within the FSPO, however, current vacancies exist within the Corporate and Communication Services (CCS). Corporate and Communication Services is responsible for the key areas of Human Resources, Finance, Governance, Information Services, Registration, Facilities Management, and Communications (including data protection, media queries, our corporate publications, freedom of information and parliamentary questions).

The role of the Clerical Officer involves a wide range of activities, including general clerical work, working as part of a team in delivering important public services, supporting line-managers and colleagues, communicating and providing a quality service to the public.

Working as part of a team, Clerical Officers perform a wide range of important administrative duties. Information provision, and registration of complaints represent a large part of the role, and Clerical Officers are required to process large volumes of incoming calls, email and post.

The following reflects the typical duties you may be required to undertake, if appointed:

- Providing information to the public about our services over the phone, in writing as well as face-to-face in the highest quality standards;
- Registering and processing new complaints submitted by the public;
- Logging, collating, scanning, and processing of inbound/outbound post;
- General clerical work e.g. filing, photocopying, scanning;
- Acting as administrative supports to HR, Finance and ICT;
- Working as part of a team in delivering support services to the wider staff;
- Maintaining high quality records in a thorough and organised manner;
- Supporting line-managers and colleagues;
- Using Information Technology on a daily basis e.g. word processing, spreadsheets, database, email and internet;
- Checking all work thoroughly to ensure it is completed to a high standard;
- Approaching work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine/repetitive work;

- Supporting the Facilities Management function, to include dealing with contractors, and set up of meeting rooms and events;
- Any other duties deemed appropriate for clerical support, which may include providing wider team cover for holidays or absences.

**The responsibilities outlined in this job description should not be regarded as comprehensive in scope and may be added to or altered as required, in line with the requirements of the FSPO.**

## **EXPERIENCE, QUALIFICATIONS & PERSONAL QUALITIES REQUIRED**

### **Personal Qualities Required:**

In order to be effective in the role of Clerical Officer in the FSPO, candidates need to be:-

- Interested in public affairs and committed to the concept of public service;
- aware of confidentiality and sensitivity when dealing with others;
- personally resilient in order to deal with a large volumes of calls, while providing excellent customer service, and effectively dealing with challenging calls;
- capable of meeting goals, targets and objectives;
- committed to making sure all tasks are completed to a very high standard;
- able to prioritise work load and multi-task as well as being organised and flexible;
- willing to share ideas and information with people, with the purpose of achieving a particular result;
- able to work as part of a team;
- clear and concise in both verbal and written communication;
- fully committed to achieving quality results;
- capable of using initiative as and when appropriate;
- ICT literate.

## Essential Requirements:

### 1. Candidates must, on or before 30 September 2019:

- Have the requisite knowledge, skills and competencies to carry out the role, and
- Be capable and competent of fulfilling the role to a high standard, and
- Have a good general level of education, and
- Be at least 17 years of age on or before the closing date of 30 September 2019, and
- Fulfil citizenship, health and character requirements (see below).

#### ➤ 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. Swiss citizens under EU agreements may also apply. **To qualify candidates must be citizens of the EEA by the date of any job offer.**

#### ➤ Health & Character

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must be of good character. Those under consideration for a position will be required to complete a health and character declaration and a Garda eVetting form. References will be sought. Some posts will also require special security clearance. In the event of potential conflicts of interest, candidates may not be considered for certain posts.

#### ➤ Garda Vetting & Security Clearance

You will be required to complete and return a Garda eVetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they have resided.

If you have resided / studied in countries outside of the Republic of Ireland for a period of 6 months or more, it is mandatory for you to furnish a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Clearance must be dated after the date you left the country. Candidates should be aware that any information obtained in the Garda Vetting process can be made available to the employing authority.

It is your responsibility to seek security clearances in a timely fashion as they can take some time. Candidates may not be assigned to a position unless this information is provided and the security clearance is satisfactory.

**and**

**2. Demonstrated the competencies set out in Appendix 1.**

Candidates should have all the abilities required of a Clerical Officer. In particular, candidates must demonstrate, by reference to specific achievements in their career to date, that they possess or have the capacity to quickly acquire the qualities, skills and knowledge required for the role of Clerical Officer as identified by the Public Appointments Service Clerical Officer level competency framework set out in Appendix 1.

NOTE: Qualifications/eligibility, may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements, on the date specified above, and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign. An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

### **Desirable Requirements:**

In addition to the above essential requirements, it is desirable that candidates for the post of Clerical Officer would have some or all of the following:

- Some knowledge or experience of consumer protection or complaints handling in consumer services, financial services and/or pensions;
- Experience in dealing with the public over the phone and face-to-face;
- Proficiency in the Irish language.

### **OTHER ELIGIBILITY CRITERIA**

#### **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 not eligible to apply 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. 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:**

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. 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.

**Maximum Recruitment Age:**

Candidates should be aware that a maximum recruitment age will apply to this competition. Candidates must not yet be 67 years of age on the closing date and time for the competition.

**PRINCIPAL CONDITIONS OF SERVICE****General**

While it is envisaged that appointments arising from this competition will be to a full-time permanent position in the public service (following an appropriate initial probationary period), the FSPO reserves the right to use the panel formed from this competition to fill other vacancies which may arise which may not be full-time or permanent in tenure.

**Pay**

The salary and terms and conditions for Clerical Officers are those, as set out below, that apply to Clerical Officers (Standard Scale PPC) in the public service.

€23,984 | €25,553 | €25,953 | €26,730 | €27,878 | €29,022 | €30,168 | €31,002 | €32,105 | €33,209 | €33,986 | €35,078 | €36,162 | €37,855 | €39,186 (LS-1) | €39,796 (LS-2)

Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years satisfactory service at the maximum of the scale.

Candidates should note that entry will be at the minimum of the salary 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, in line with Government pay policy.

## **Important Note**

Different terms and conditions may apply, if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant.

## **Tenure**

The appointment will be to a permanent post in the public service. The appointee will be required to serve a 10 month probationary period.

## **Assignment / Location**

The successful candidate will be based in Dublin. When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal public service regulations.

## **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. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. Flexi-time will apply.

## **Annual Leave**

The Annual Leave allowance for the position of Clerical Officer is 22 days rising to 23 days after 5 years' service and to 24 days after 10 years' service, 25 days after 12 years' service and 26 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

## **Health**

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

## **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 sick leave circulars.

Appointees, who will be paying the Class A rate of PRSI, will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare

Acts direct to the employing Department/Organisation. Payment of salary during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

## **Superannuation and Retirement**

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the public service, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Key provisions attaching to membership of the Single Scheme are as follows:

### **a. Pensionable Age**

The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

### **b. Retirement Age**

Scheme members must retire at the age of 70.

### **c. Pension Abatement**

If the appointee was previously employed in the Civil/Public Service and is in receipt of a pension from the Civil/Public Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil/Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, 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.

If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012.

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.

#### ***Department of Education and Skills Early Retirement Scheme for Teachers Circular102/2007***

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 documentation, 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 ceasing of such employment or on the person's 60th 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***

Please note that where an individual 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.

#### **d. Prior Public Servants**

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.

In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below.

#### **e. Pension Accrual**

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit,

which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

#### **f. Pension-Related Deduction**

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

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>.

#### **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.**

## **APPLICATION AND SELECTION PROCESS**

#### **How to Apply:**

All candidates should visit [www.fspo.ie/careers](http://www.fspo.ie/careers) where there is a full list of available positions at the FSPO with the corresponding downloadable information booklet and application form for each position. Completed application forms should be submitted to [COcareers@fspo.ie](mailto:COcareers@fspo.ie) with 'Application for the position of Clerical Officer' in the subject line.

Only applications submitted by email will be accepted.

#### **Closing Date:**

Your application must be submitted by 15:00 on Monday, 30 September 2019. **Applications will not be accepted after the closing date/time.**

Candidates should make themselves available on the date(s) specified by the FSPO and should make sure that the contact details specified on their application form are correct.

#### **Selection Process:**

The selection process may include the following:

- Shortlisting of candidates based on the information contained in their application
- Initial/preliminary interview

- A final competitive interview

In addition, the Selection Process may also include the following:

- Presentation or other exercises
- Work sample or any other tests or exercises that may be deemed appropriate.

#### **Shortlisting:**

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the FSPO may decide that a number only will be called to interview.

Shortlisting will be undertaken on the basis of the information you provide as part of your application. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

Candidates should make themselves available on the date(s) specified by the FSPO and should make sure that the contact details specified on their application form are correct.

#### **Candidates with Disabilities:**

Candidates who have indicated on their application form that they would like to avail of reasonable accommodations are asked to submit a psychologist/medical report. The purpose of the report is to provide information to act as a basis for determining reasonable accommodations where appropriate. These reports must be forwarded to Barbara Fitzgerald Malone, Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2 or [barbara.fitgeraldmalone@fspoi.ie](mailto:barbara.fitgeraldmalone@fspoi.ie) by close of business on **Monday, 30 September 2019**.

#### **Confidentiality:**

Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strictest confidence.

#### **Security Clearance:**

Garda vetting will 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 An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you have resided.

**Other Important Information:**

The FSPO will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result notification, is not to be taken as implying that the FSPO is satisfied that such a person fulfils the requirements 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 FSPO 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 FSPO may, at its discretion, select and recommend another person for appointment on the results of this selection process.

**Candidates' Rights - Review Procedures in relation to the Selection Process:**

The FSPO will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>.

**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 impersonate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- 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.

#### **Specific candidate criteria:**

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of character;
- 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.

#### **Deeming of candidature to be withdrawn:**

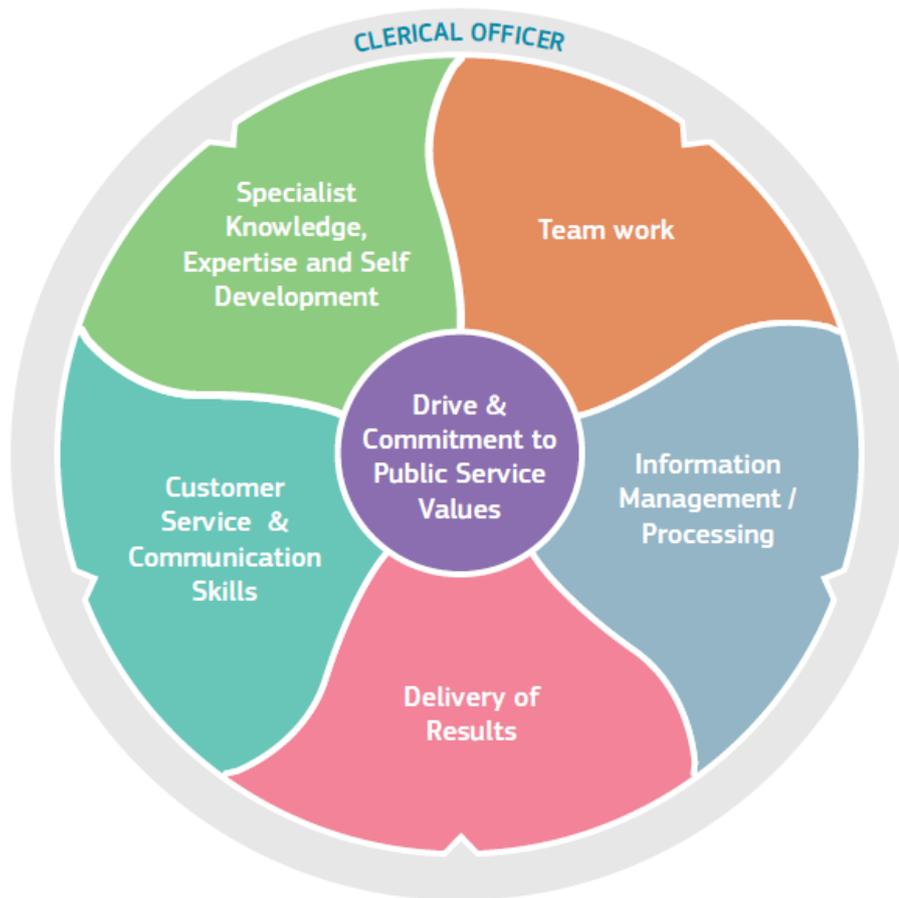
Candidates who do not attend for interview or other test when and where required by the FSPO, or who do not, when requested, furnish such evidence as the FSPO requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

#### **Data Protection:**

As part of the recruitment and job application process, we will collect your Personal Data. It is necessary for us to process your Personal Data in order to assess your job application and/or include you in a recruitment initiative. Ultimately, it may also be necessary for us to process your Personal Data in order to take steps to offer and enter into a contract of employment with you. We may disclose some or all of your Personal Data to the following parties: your previous employer(s) (where you have listed them as your reference(s)); Recruiters (where your application is being handled by a Recruiter); Outsourced service providers who assist FSPO with recruitment initiatives and campaigns. Where you are an unsuccessful job applicant, we will retain your Personal Data for a period of up to 12 Months from interview for unsuccessful candidates and 12 months for expiration of panel. If you have any concerns about the way your Personal Data is being used or processed by FSPO, please e-mail [dataprotection@fspo.ie](mailto:dataprotection@fspo.ie). Please see our full [data protection notice](#).

## APPENDIX 1

### Key competencies for effective performance at Clerical Officer Level:



## Clerical Officer Level Competencies

### Effective Performance Indicators

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 the 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 judgment 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 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