

Grade III Temporary Clerical Officer

Job Specification & Terms and Conditions

Job Title and Grade	Grade III Temporary Clerical Officer (6 Month Fixed Term Contract)
Closing Date	29 July 2025
Location of Post	Oberstown Children Detention Campus.
Contract Type	6 Month Fixed Term Contract.
Salary Scale	The salary for this post ranges from €30,810 to €47,948 per annum pro rata.
Working Hours	Hours of attendance will be fixed from time to time but will amount to not less than 35 hours net per week.
Annual Leave	24 days annual leave pro rata.
Reporting Relationship	The role holder will be advised of reporting relationship on appointment.
Purpose of the Post	The Grade III Temporary Clerical Officer plays a vital administrative role in the delivery of efficient public services. This position involves general clerical duties, data entry, record management, and support to management and senior administrative staff in a busy office environment.

Principal Duties and Responsibilities

- Providing mainly receptionist duties and general office administration /clerical support across a range of functions.
- Meeting and greeting visitors.
- Arranging couriers.
- Answering and forwarding phone calls.
- Sorting and distributing post.
- Maintain accurate records and filing systems, both electronic and manual.
- Process forms, documents, and data entries in line with procedures.
- Assist with the preparation and distribution of correspondence, reports, and briefing materials.
- Operate standard office systems, including word processing, spreadsheets, and internal IT platforms.
- Ensure compliance with confidentiality, and organisational policies.
- Assist in the organisation of meetings and events.
- Minute taking.
- Provide support to colleagues in day-to-day office operations.
- Carry out other duties appropriate to the grade as assigned from time to time.

The above duties are not intended to be a comprehensive list of all responsibilities involved and, consequently, the post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time, and to contribute to the development of the post while in office.

Confidentiality

In the course of employment, the successful candidate will have access to, or hear information concerning the medical or personal affairs of young people and/or staff, or other service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, young people or other service business be divulged or discussed except in the performance of normal duty. In addition, physical and electronic records must never be treated in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required.

Professional Knowledge & Experience

Candidates must be able to demonstrate clearly at interview that they possess the full range of competencies as set out below.

Teamwork

- 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

- Excellent planning and organisational skills including using computer technology effectively.
- 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 & 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.

Eligibility Criteria Qualifications and/ or experience

- Leaving Certificate or equivalent (**essential**).
- Previous experience in an administrative/ clerical role, ideally within the public sector (**desirable**).
- Strong proficiency in Microsoft Office (Word, Excel, Outlook) and general IT skills.
- Good organisational skills and attention to detail.
- Strong written and verbal communication skills.
- Ability to work effectively as part of a team and on own initiative.
- Commitment to providing high-quality service and maintaining confidentiality.

Application and Selection Process

How to apply

Applications must be made by submitting the following documents:

- A short cover letter outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position.
- A comprehensive CV, which must include an outline of your education to date (including level on NFQ) and months of work experience to date.
- (Please also outline that you are in receipt of an up-to-date full Irish Driving Licence.)
- Completion of the competency questions form (available to download from www.oberstown.com).

In order to apply for the post of **Temporary Clerical Officer**, please forward the above requested information via email to recruitmentmail@oberstown.com before **Tuesday 29th July 2025 at 5pm**.

Selection Methods

Oberstown will run the selection process in accordance with best recruitment practices. The approach employed comprise of a series of assessments administered over a number of stages, which may include:

- Shortlisting of candidates on the basis of the information contained in their application.
- Competitive interview(s).

Shortlisting

In the event of a shortlisting exercise being employed, an expert board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

Other important information

Oberstown 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 letter, is not to be taken as implying that Oberstown and/or employing authority is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Prior to recommending any candidate for appointment to this position, Oberstown 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 a person recommended for appointment decline, or having accepted it, relinquish it, Oberstown may at its discretion, select and recommend other persons for appointment on the results of this selection process.

Candidates should make themselves available on the date(s) specified by Oberstown.

Successful candidates may be placed on a panel from which future vacancies may be filled. This panel will initially be for a 12-month period with the possibility of an extension by a further 12 months.

Confidentiality

Subject to the provisions of the Freedom of Information Acts 1997 and 2013, applications will be treated in strict confidence.

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

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Deeming of candidature to be withdrawn

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

Candidates' Obligations

- 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 and /or imprisonment.

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

- Where s/he has not been appointed to a post, s/he will be disqualified as a candidate; and
- Where s/he has been appointed subsequently to the recruitment process in question, s/he shall forfeit that appointment.

Health

A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service, which will include sporting and leisure activities as well as an ability to be fully involved in physical restraints where necessary (training will be provided).

Character

Each candidate must be of good character.

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.

Other requirements of the role

Driving Licence

Successful candidates will be required to hold a current full clean Driving Licence – Category B, prior to commencement of employment.