



ÚDARÁS UCHTÁLA na hÉIREANN THE ADOPTION AUTHORITY of IRELAND

CLERICAL OFFICERS REQUIRED

The Authority is going through significant growth as it takes on new and expanding functions as a result of the new Birth Information and Tracing Legislation.

We currently have a number of exciting opportunities at all levels as we grow and transform our organisation.

At present Lex Consultancy is recruiting on behalf of the Adoption Authority of Ireland for Clerical Officers to work in the Adoption Authority of Ireland

These are permanent posts, based in Ballsbridge, Dublin 4. Blended working is available subject to the nature of the duties.

The appointment is to a permanent position upon successful completion of a probation period of 12 months.

A full candidate's information booklet is available at www.aai.gov.ie

About the Adoption Authority of Ireland (AAI)

The Adoption Authority of Ireland (AAI) is a statutory body established on 1 November 2010. The relevant legislation underpinning the Authority is the Adoption Act 2010. Further information on the Authority and the legislation is available on the website www.aai.gov.ie.

The duties of a Clerical Officer in the Adoption Authority of Ireland are varied and can involve assignment to different parts of the organisation, for example, Information Services and Records Unit, Domestic Adoption Unit, Corporate Services or Intercountry Adoption Unit. Clerical Officers report to and support the manager of the unit they are assigned to in achieving the overall objectives of the Adoption Authority and its stated objectives in the Annual Business Plan.

The CO's primary role is to contribute to the delivery of an efficient and effective service to the public and to provide an efficient and effective service to colleagues in the Adoption Authority.

DUTIES AND RESPONSIBILITIES

- General administration duties such as answering/making telephone calls, dealing with queries by phone, letter and email
- Inputting information to designated databases and data management systems
- Processing applications and case files including quality control of documentation
- Working as part of a team delivering services and supporting team managers and colleagues
- Dealing with the public/customers, providing information and responding to queries
- Performing such other duties appropriate to the post as may be assigned

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.

Essential Experience:

It is essential that applicants possess:

- Good organisational skills and an ability to work to deadlines
- Excellent office based communications skills including phone, email, letter writing and note-taking and be able to communicate effectively in a clear and concise manner
- Excellent practical IT skills and working knowledge of MS Suite including MS Word and Excel
- Ability to deliver on results within timeframes
- Ability to work independently, taking responsibility for own work
- Maintain discretion and confidentiality at all times
- Knowledge and skills to be an effective administrator including the ability to:
 - Take direction/follow instructions
 - Organise and prioritise work effectively
 - Work well with the public and colleagues
 - Be flexible in their approach to work
 - Work independently and as part of a team

Desirable Experience:

It is desirable that the ideal candidate would also have:

- Previous relevant work experience in a customer service office environment
- Familiarity with DocuWare a data management system
- Familiarity with Data Protection and Freedom of Information requests

Note: The functions and responsibilities assigned to this position are based on the current stated role and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority

Salary: Applicants will be appointed at the first point of the CO scale - €25,339

Note:

- Entry will be at the minimum point of the scale €25,339 and will not be subject to negotiation
- If immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant and is on a pay scale which is the equivalent of the pay scale advertised, consideration will be given to entry at their existing point on the scale, subject to limits set by the Department of Expenditure and Reform

- The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Annual Leave: 22 days per annum. This leave is on the basis of a five-day week and is exclusive of the usual public holidays.

Contract: Permanent

Application Details, Closing Date & Interviews

Your CV and Application Form must be submitted online in **one** Word document by 12 noon on Monday 30 May 2022 to Lex Consultancy .Applications not submitted in this format or after this time will not be considered/accepted.

Interviews are expected to take place by the middle of June 2022.

Please note that while applicants may meet the eligibility requirements of the competition, it is anticipated that the numbers applying for the position are such that it may not be practical to interview everyone.