



ÚDARÁS UCHTÁLA na hÉIREANN
THE ADOPTION AUTHORITY of IRELAND

CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

CLERICAL OFFICER FIXED TERM (PANEL)

1 Year Contract

ADOPTION AUTHORITY OF IRELAND

Closing date: 12 noon Wednesday 04 October 2023

The Adoption Authority of Ireland is committed to a policy of equal opportunity.

The Adoption Authority of Ireland will run this competition in compliance with the Code of Practice for appointment to positions in the Civil Service and public service, prepared by the Commission for Public Service Appointments (CPSA) and available on www.cpsa.ie

AAI recognises its responsibilities under the Data Protection Acts 1988, 2003 & 2018, the General Data Protection Regulation (GDPR) and the Freedom of Information Act 2014

CONTACT: RECRUITMENT @AAI.GOV.IE

TITLE OF POSITION: Clerical Officer – Fixed Term, 1 Year Contract

REPORTING TO: EO / HEO within the assigned unit

OFFICE: Adoption Authority of Ireland

LOCATION: The Adoption Authority is currently based in one location in Ballsbridge. Blended working is available with the position, subject to the nature of the duties. In due course the Authority, or part of the Authority, may relocate to one or more sites and some staff will be relocated to the new site(s).

Overview of the Adoption Authority of Ireland

The Adoption Authority of Ireland (AAI), established on 1 November 2010 under the Adoption Act 2010, is an independent quasi-judicial body under the aegis of the Department of Children, Equality, Disability, Integration and Youth (DCEDIY). The Authority is also, in line with The Hague Convention on the Protection of Children and Co-operation in Respect of Intercountry Adoption, the central authority for intercountry adoption in Ireland. The purpose of the Adoption Act 2010 is to improve standards in both domestic and intercountry adoption. For further information visit www.aai.gov.ie

The Authority is responsible for granting all domestic adoption orders and for granting all declarations of eligibility and suitability to prospective adopters in advance of their adopting abroad and in Ireland. The Adoption Authority of Ireland is responsible for registering and supervising all adoption service providers and for maintaining the Register of Accredited Bodies, which is the list of providers accredited by the Authority. The Authority maintains the Register of Intercountry Adoptions, (RICA), in which details of inter-country adoptions are entered. The Authority also maintains the Contact Preference Register, CPR. For more details on the Authority please refer to our website at www.aai.gov.ie

Clerical Officer

The duties of a Clerical Officer in The Adoption Authority of Ireland are varied and can involve assignment to different parts of the organisation. A Clerical Officer reports to and supports 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 colleagues in the Adoption Authority. A CO critically analyses and uses good judgment and decision making on a daily basis. The CO is an important part of the team. The initial assignment will be within the Records Unit, and then move to our Intercountry Adoption Unit.

Duties & Responsibilities

General duties may include but are not limited to the following:

- 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
- 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 Requirements

Applicants must have:

- 1 years' experience in an office based environment
- 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 Outlook, 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
- Attention to detail
- 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 or another data / document management system
- Familiarity with Data Protection and Freedom of Information requests

Clerical Officer Competencies are outlined in Appendix 1

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

EMPLOYMENT CONDITIONS

Appointment to the post at Clerical Officer (CO) level in the public service will be subject to the usual conditions governing such appointments.

Remuneration:

Salary Grade: Clerical Officer (rates effective from 1st March 2023).

Personal pension contribution (PPC) rate.

This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995). It will also apply to new permanent employees and fixed term un-established employees.

PPC Clerical Officer Salary Scale:

€519.96, €552.66, €560.96, €577.18, €601.09, €624.97, €648.84, €666.22, €685.91, €708.79, €724.90, €747.54, €770.05, €805.17, €832.78¹ €845.43²

LSI 1 - Long Service Increment after 3 years satisfactory service at the maximum.

LSI 2 - Long Service Increment after 6 years satisfactory service at the maximum

Note:

- Entry will be at the first point of the scale 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, is exclusive of the usual public holidays and is subject to the usual conditions regarding the granting of annual leave.

Contract: Clerical Officer, Fixed Term – 1 Year Contract – Full Time

Attendance: Hours of attendance will be fixed from time to time but will amount to not less than 35 hours net of lunch breaks, Monday to Friday. Flexible working arrangements are available to staff at Clerical Officer Level.

Rest Periods: The terms of the Organisation of Working Time Act, 1997 will apply to this appointment.

Probation: Appointment to this role will be on a probationary basis for a period of 3 months from the date of commencement of employment.

During the period of probation, the appointee's performance will be subject to review by the EO / HEO to determine whether they:

- i. have performed in a satisfactory manner,
- ii. have been satisfactory in general conduct, and
- iii. are suitable from the point of view of health and particular regard to sick leave.

Should your services be satisfactory as regards health, conduct, efficiency and performance generally during the probationary period, you will then, on completion of the probationary period, be appointed for the period of tenure set out above.

Unfair Dismissals Act 1977-2015

The Unfair Dismissals Acts 1977-2015 will not apply to the termination of your employment by reason only of the expiry of this fixed term contract without it being renewed or the cessation of the purpose of the contract.

Outside Employment: The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

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 for the public service. Initially, as with full-time staff, fixed-term employees on probation will have access to sick leave on a pro-rata basis based on their probationary period.

Officers who will be paying 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 directly to the Adoption Authority of Ireland. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Special leave

Special leave, either paid or unpaid, is available in certain circumstances. Details are set out in the relevant circulars. All circulars are available from the HR Section.

Superannuation:

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Adoption Authority Ireland, at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlescheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service history.

The key provisions attaching to membership of the Single Scheme are as follows:

- **Pensionable Age:** The minimum age at which retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.
- **Retirement Age:** Scheme members must retire on reaching the age of 70 years.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and up-rated each year by reference to CPI)
- Post retirement pension increases are linked to CPI

Pension Abatement

You are required to declare any entitlements to a public service pension benefit (in payment or preserved) from any other public service employment and/or where you have received a payment-in-lieu in respect of service in any Public Service employment in accordance with section 51 of Single Pension Scheme Act 2012.

Abatement: If you have been previously been employed in the public service (including the civil service) and are in receipt of a pension from the public service or where a public service pension comes into payment during your re-employment that pension will be subject to abatement in accordance with the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. Changes to your pay and/or public service pensions during your re-employment will cause the level of abatement to be reviewed. It is your responsibility to notify your pension paying authority of such changes. Any overpayments arising may be recouped through your pension in accordance with normal procedures.

Previous Incentivized Early Retirement (ISER)/Voluntary Early Retirement (VER) Scheme/Voluntary Redundancy (VR) in the public service: The implications of this appointment on any payment/pension entitlements acquired under a scheme of ISER/VR/VER will be determined by the terms and policies governing the ISER/VR/VER scheme in question

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.

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 above would apply, and in addition there are implications in respect of pension accrual as outlined below:

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.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. ASC is payable in addition to any contributions payable in respect of membership of your main superannuation scheme and/or spouse's and children's pension scheme.

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.

Eligibility to Compete

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Under the terms of the Common Travel Area UK citizens are eligible to compete. Citizens of Switzerland are also eligible to compete.

A candidate who is in doubt with regard to their eligibility to compete should consult the Department of Jobs, Enterprise & Innovation.

Incentivized Scheme for Early Retirement (ISER):

It is a condition of the Incentivized Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

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.

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, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. 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 reemployment 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 incentivized 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 in accordance with section 51 of Single Pension Scheme Act 2012.

SELECTION PROCESS**How to Apply**

Please submit the 2 documents as set out below to Recruitment@aai.gov.ie

- A fully completed application form

- A cover letter/ personal statement outlining why you wish to be considered for the post and where you believe your personal attributes, skills, knowledge and experience meet the requirements for a Clerical Officer position.

Please note that omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

The completed application form and the cover letter/personal statement are to be combined and submitted together in one single PDF document.

Candidates are required to complete an application form and provide details of their experience in five of the competencies required for the role of a Clerical Officer: - *Team Work, Information Management / Processing, Delivery of Results, Customer Service and Communication Skills and Drive and Commitment to Public Service Values* – see Appendix A which includes descriptions of these 5 chosen competencies.

Closing Date

The closing date and time for applications is 12 noon on **Wednesday 04 October 2023**.

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email HR@aai.gov.ie or call 01 2309 328

Applications not submitted in the required format or after the closing time / date will not be considered / accepted.

Selection Methods

The Adoption Authority will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in their application form and cover letter.
- A competitive, competency based interview.

Interview

Shortlisted candidates will be notified in due course of the confirmed date and time for the interview.

Prior to recommending any candidate for appointment to this position the Authority 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.

Please Note: You may be required to undertake a medical should you come under consideration for appointment.

References

We would appreciate it if you would start considering names of people who you feel would be suitable referees that we might consult (2 -3 names and contact details). The referees listed do not have to include your current employer, but should be in a position to provide a reference for you. Please be assured that we will only collect the details and contact referees should you come under consideration at interview stage.

Other Important Information

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 the Authority is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Should the person recommended for appointment decline, or having accepted it, relinquish it, the Authority may at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates should make themselves available on the date(s) specified by the Authority. The Authority will not be responsible for refunding any expenses incurred by candidates.

Panel

AAI will establish a panel of suitably qualified individuals to fill vacancies, which may arise in the various units across the AAI. If a candidate is offered and accepts a position, they must be available to take up that position within a reasonable time frame. The Authority has no foresight as to how many vacancies may be filled over the lifetime of the panel, and potentially candidates may not be reached on the order of merit.

Qualification and placement on a panel is not a guarantee of appointment to a position. Once reached on the panel, a candidate will normally be considered for one position only. Once assigned to a position, a candidate will be removed from the panel and will no longer be considered for any future positions. Please note that once an offer of appointment has been accepted a candidate will be removed from the panel and no further offers of appointment will be made. This panel, if created, will remain in place for up to 18 months.

SECURITY CLEARANCES

Please Note: You will be required to complete and return a Garda vetting 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 you resided. If you are not successful, this information will be destroyed by the Authority. If you do, therefore, subsequently come under consideration for another position, you may be required to supply this information again.

Deeming of candidature to be withdrawn

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

The importance of confidentiality

The Adoption Authority of Ireland may use third party recruitment specialists to manage all or part of the recruitment process on our behalf. We would like to assure you that protecting confidentiality is our number one priority. Information held by the Adoption Authority of Ireland is subject to the rights and obligations set out in the Data Protection Act 2018. For more information on how we retain and use your personal data, please review the Adoption Authority of Ireland's Privacy Policy which includes instructions on the right to withdraw consent at any point.

The Adoption Authority of Ireland recognises its responsibilities under the Data Protection Acts 1988, 2003 & 2018, the General Data Protection Regulation (GDPR) and the Freedom of Information Act 2014.

Review of Decisions

There are formal procedures set down where a candidate seeks a review of a decision taken in relation to their application. These procedures are set out in the **Code of Practice Appointments to Positions in the Civil and Public Service**. A full version of the document is available on the website of the Commission for Public Service Appointments www.cpsa.ie

Section 7 Review

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Adoption Authority of Ireland (AAI). The AAI will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice *Appointments to Positions in the Civil and Public Service* published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the Chief Executive Officer of AAI) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

Procedure for Informal Review

A request for Informal Review must be made within 5 working days of notification of the decision, and should normally take place between the candidate and a representative of the AAI who had played a key role in the selection process.

- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Procedure for Formal Review of Selection Process

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

Complaints Process

A candidate may believe there was a breach of the Commission's Code of Practice by AAI that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Chief Executive Officer of AAI in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

Allegations of a breach of the Code of Practice should be addressed in writing, and within a reasonable timeframe, to the Chief Executive Officer in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must

also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Adoption Authority of Ireland has fallen short of the principles of this Code.

On receipt of a complaint AAI may determine to engage with the complainant on an informal basis.

Procedure for Formal Review of Selection Process

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

There is no obligation on the AAI to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Candidates' Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process, for example through social media or any other means, may result in you being disqualified from the competition.

A third party must not impersonate a candidate at any stage of the process

AAI is an equal opportunity employer and does not discriminate against individuals on the basis of gender, age, race, colour, nationality, ethnic or national origin, religion, marital status, family status, sexual orientation or disability

Appendix A

Key Competencies for effective performance at Clerical Officer Level

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