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| Clerical Officer Information Booklet and Application FormGrade: Clerical Officer – Galway Francis StreetClosing date: 4pm on Thursday 6th June 2019 |

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| Title of Position: Clerical Officer Grade: Clerical Officer Reporting to: Managing SolicitorEmploying Authority: The Legal Aid BoardLocation: Galway (Francis Street) |

1. **The Legal Aid Board**

The Legal Aid Board is an independent, publicly funded organisation the task of which is “To facilitate the effective resolution of civil disputes through the delivery of efficient and accessible legal aid and mediation services and to effectively manage and administer the State’s criminal legal aid schemes.”

The Board itself consists of a chairperson and twelve ordinary members. They are appointed by the Minister for Justice and Equality and have a five-year term of office.

The Board has an executive management structure located at its Head Office at Quay St,

Cahirciveen, Co Kerry and also at 48-49 North Brunswick St, Dublin 7.

The Board has thirty three full time law centres located throughout the country, as well as a Private Practitioner Service, a Refugee Documentation Centre and a library service located in central Dublin. Family mediation services are provided from a further 16 locations.

***More details about the Legal Aid Board can be obtained by accessing the Board’s website*** [***www.legalaidboard.ie***](http://www.legalaidboard.ie)***.***

1. **Overview of the Role of Clerical Officer**

Clerical Officers in the Legal Aid Board carry out a range of duties which can vary with location and work assignment. They are often the first point of contact and source of information for clients of the Board. They provide essential clerical and administrative support to the Board’s Solicitors and Mediators. They make essential contributions as part of often quite small teams in the Board’s Centres around the country.

A Clerical Officer in the Legal Aid Board can fill many different roles across clerical support including but not limited to; drafting letters, collecting or giving factual information, making and checking calculations, preparing, scrutinising and verifying documents, statistics, records, etc. They are also the initial contact point for members of the public and can play a crucial role in informing the public about the Board’s services, and in directing them to other agencies that may be able to meet their needs.

1. **Qualities and Skills**

You should:

* Be methodical and careful in your work. Some clerical duties can be repetitive, so you must be comfortable with this and able to keep your concentration and accuracy at all times;
* Have good organisational skills are needed, for example, to manage filing systems and appointment schedules etc.;
* Hold good literacy and number skills- these will be important, for example, when completing forms or composing straightforward letters;
* Have good communication skills, both written and verbal are essential for a clerical officer in the Legal Aid Board;
* Have the ability to work well in a team – the ability to work as part of large and small teams is very important;
* Have a commitment to maintaining the highest possible level of customer service is an essential requirement for anyone employed by the Legal Aid Board.
* Knowledge of and competency in the use of relevant IT applications (Word, Excel, PowerPoint, Lotus Notes) is important;
* The ability to type effectively is important for a Clerical Officer in the Legal Aid Board. The ability to do Dictaphone typing will be a particular advantage.
1. **Selection**

Candidates to be called for interview may be shortlisted on the basis of the information provided in the Application Forms.

Final selection will be by Competitive Interview, the object of which will be to assess the extent to which the candidate can demonstrate the Qualities and Skills set out above.

1. **Principal Conditions of Service**
2. **General**

The appointment is to a position of Clerical Officer in the Legal Aid Board. Employees of the Board are Civil Servants and are subject to all of the terms and conditions which apply to civil servants generally.

1. **Pay**

The salary scale for the position (rates effective from 1 January 2019) is as follows:

451.74 , 481.30, 488.81, 503.46, 525.08, 546.64, 568.22, 583.92, 604.71, 625.48, 640.12, 660.68, 681.12, 713.00,(NMAX) 738.07,(LSI 1) 749.56(LSI 2)

This is paid weekly, and where the position is in a part time capacity, will be paid on a pro-rata basis.

Long Service Increments may be payable after 3 and 6 years satisfactory service at the maximum of the scale.

**Important Note**

Entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government Policy. Please note that different terms and conditions may apply if the successful applicant is a serving civil or public servant prior to taking up this position with the Legal Aid Board.

1. **Tenure**

The appointment is subject to termination at any time by either side in accordance with the Minimum Notice and Terms of Employment Acts 1973 to 2005. In the case of serious misconduct, the employment may be terminated at any time without notice and without penalty.

1. **Hours of Attendance**

Hours of attendance will be fixed from time to time but will amount to not less than 43.25 hours gross per week for a full time position. Where the position is in a part time capacity, these hours will be adjusted on a pro rata basis. . The Clerical Officer may 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.

1. **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.

Where the position is in a part time capacity, the annual leave allowance will be applied on a pro-rata basis.

1. **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 sick leave circulars for the civil and public service.

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 Legal Aid Board. 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.

1. **Superannuation and Retirement**

The successful candidate will be offered the appropriate superannuation terms and conditions (including retirement age) as prevailing in the Legal Aid Board Staff Superannuation Scheme at the time of being offered an appointment. The current superannuation terms and conditions are set out below.

Candidates should be aware the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 became law on 28 July 2012. The Act provides for a Single Public Service Pension Scheme (the “Single Scheme”) for new public servants. It also makes certain other changes affecting existing public service pension arrangements.

A copy of the Act can be viewed at http://www.irishstatutebook.ie/2012/en/act/pub/0037/index.html.

**IMPORTANT NOTICE**

Different pay and conditions may apply if, immediately prior to appointment, the appointee is

-already a serving civil servant who is paying Class B rate of PRSI, or

- serving in an unestablished capacity in the civil service and has had continuous service in that capacity since 5 April 1995 or,

- serving elsewhere in the public sector in a position in respect of which she/he is paying Class B, C or D rate of PRSI contribution.

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| 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 candidates. |

1. **How to Apply:**

Completed application forms must be submitted by email to: recruitment@legalaidboard.ie with the subject **‘Clerical Officer Galway Francis St - Recruitment Competition’** by the above closing date.

**Applications must be on the official form provided with this booklet.**

**The email address is: recruitment@legalaidboard.ie**

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Legal Aid Board is satisfied that such person fulfils the requirements of the competition 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 as the Legal Aid Board will not be responsible for refunding any expenses incurred.

1. **Closing date**
2. The completed application form must be forwarded so as to reach the Board not later than 4.00 pm on Thursday 6th June 2019. If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please contact: Human Resources Section at 066 9471000.

1. The application form is attached to this booklet. This is only available from our website at [www.legalaidboard.ie](http://www.legalaidboard.ie)
2. **Candidates should note that the onus is on the candidate to submit a fully completed application form. A c.v may also be attached but will not be accepted in lieu of a completed form. Where an incomplete or blank application form is submitted, a candidate’s application may be cancelled without further notice.**
3. Submitted application forms **must be sent in .PDF or MS Word format only.**
4. The interviews for this post are likely to take place shortly following the closing date.
5. Candidates should make themselves available on the date(s) specified by the Board and should make sure that the contact details specified on the application form are correct.
6. The Board will not be responsible for refunding any expenses incurred by candidates.

**Only applications fully submitted online will be accepted into the campaign. Applications will not be accepted after the closing date.**

1. Prior to recommending any candidate for appointment to this position the Legal Aid Board 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.
2. Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.
3. **Confidentiality:**

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

1. **Security Clearance**

Police vetting may be sought in respect of individuals who come under consideration for appointment. The applicant may 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 they resided. If unsuccessful this information will be destroyed by the Board. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

1. **Candidates' Rights - Review Procedures in relation to the Selection Process**
2. **CPSA Code of Practice Review and Complaint Procedures**
* The Commission for Public Sector Appointments (CPSA) is Ireland’s regulator for public service recruitment. The CPSA’s primary statutory responsibility is to set standards for recruitment and selection, which they publish as Codes of Practice
* The Legal Aid Board will consider requests for review in alignment with the review and complaint procedures outlined in the Code of Practice published by the CPSA. The Code of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>
1. **Candidates’ Obligations**

**Candidates must not:**

1. Knowingly or recklessly provide false information
2. Canvass any person with or without inducements
3. Interfere with or compromise the selection process in any way
4. A third party must not impersonate a candidate at any stage of the process
5. Any person who contravenes the above provisions or who assists another person in contravening the above provisions is deemed to have breached the obligations as a part of the selection process

**Candidates should note that canvassing will disqualify them from the selection process and will result in their exclusion from the process**

1. In addition, where a person found to have breached the obligations above was or is a candidate at a recruitment process, then:
2. Where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
3. Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.
4. **Specific candidate criteria**

**Candidates must:**

1. Have the knowledge and ability to discharge the duties of the post concerned
2. Be suitable on the grounds of character
3. Be suitable in all other relevant respects for appointment to the post concerned
4. If successful, they will not be appointed to the post unless they:
5. 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
6. Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position
7. **Deeming of candidature to be withdrawn**

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

1. **Data Protection Act 2018**

When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and as part of the recruitment process, certain information you provide will be forwarded to the employing organisation. Such information held by the Legal Aid Board 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 our Data Protection Data Statement, which includes instructions on their right to withdraw consent at any point:

 This is available at <https://www.legalaidboard.ie/en/Contact-Us/Data-Protection/>

To make a subject access request under the Data Protection Act 2018, please submit your request in writing to;

Data Protection Officer, Legal Aid Board, First Floor, Montague Court, 7-11 Montague Street,

Dublin 2, D02 FT96.

or via dataprotection@legalaidboard.ie.

Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.



**THE LEGAL AID BOARD**

**APPLICATION FORM FOR THE POSITION OF**

**CLERICAL OFFICER (Galway Francis Street)**

**The Legal Aid Board Privacy Statement regarding Job Applications.**

In order for the Legal Aid Board to accept your application form, you must provide consent for the Legal Aid Board to process your job application in line with the Legal Aid Board Privacy Statement regarding Job Applications.

This statement (the “Privacy Statement”) aims at informing you of how the Legal Aid Board will use the information you submit when applying for a job at the Legal Aid Board ("Job Application Data"). All Job Application Data you submit to the Legal Aid Board is retained in the Legal Aid Board.

This Privacy Statement covers any Job Application Data you submit, such as:

* Name, address, email address, telephone number, or other contact information;
* Information contained in your CV or cover letter, such as previous work experience, education, or other information you provide for our consideration;
* Type of employment sought, and
* Names and contact information for referrals

It is your responsibility to obtain consent from references before providing their personal information to us. For the avoidance of doubt, the Legal Aid Board does not wish to receive any confidential or proprietary (or patented) information which you have received from your previous employers.

Only select employees of the Legal Aid Board - such as your potential future manager(s), employees of the Human Resources Department, and IT(for maintenance purposes only) - and select employees of our external service providers, who support the Legal Aid Board with the administration of recruitment applications, have access to your Job Application Data.

The Legal Aid Board will not supply any data to any third party other than those identified above without your express authorization.

The Job Application Data you provide will be used to assess your application for employment at the Legal Aid Board, to verify your information and conduct reference checks, and to communicate with you.

If you accept employment with the Legal Aid Board the information collected will become part of your employment record and will be used for employment purposes.

Your Job Application Data is stored in our data base for the lifetime of the competition panel plus 1 year for employment law purposes. A record of the competition and related data may be retained, e.g. a list of successful candidates.

Please tick the box to confirm consent to the Legal Aid Board processing your application in accordance with the above Privacy Notice.

LEGAL AID BOARD

**APPLICATION FORM FOR POSITION OF CLERICAL OFFICER Galway (Francis Street)**

**N.B. Candidates should read the Information Booklet before completing the Application Form**

Completed application forms must be submitted by email to: recruitment@legalaidboard.ie with the subject **‘Clerical Officer Recruitment Competition’** not later than: DATE.

The completed application form must be submitted in a Word or PDF format only.

Candidates may attach separate Curriculum Vitae if they wish.

**SECTION A**

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| --- | --- | --- |
| 1 | Surname |  |
| 2 | First Name(s) |  |

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| 3 | Address to which correspondence should be sent |  |
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| --- | --- | --- | --- |
| 4 | Contact telephone numbers | H |  |
|  |  | W |  |
|  |  | Mobile |  |
|  |  | Email |  |

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| 5 | Are you under the age of 70 years (which is the compulsory retirement age)? | Yes |  | No |  |

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| --- | --- | --- | --- | --- | --- |
| 6 | Are you currently employed as a Clerical Officer (or equivalent) | Yes |  | No |  |

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| 7 | Have you previously applied for a position with the Legal Aid Board? | Yes |  | No |  |
|  | If yes, what year? |  |  |  |  |  |  |

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| 8 | Can you touch type? | Yes |  | No |  |
|  | If yes, what is your wpm? |  |  |  |  |  |  |

I hereby declare the particulars entered above and in Sections B, C and D of the application form to be correct.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Signature |  |  | Date |  |

**SECTION B**

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| Part 1b – General Education |
| Examination(s) passed | Year | Overall Result (Pass, Hons, Grade) |
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| Part 2 – Academic and/or Professional Qualification |
| Degree or Qualification held | Year | College Attended | Result in final Exam (Type of honours etc.) |
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| Part 3 – Name two responsible persons, to whom you are well known but not related, as referees:- |
| Name | Occupation | Address |
|  |  |  |
|  |  |  |
| Name | Occupation | Address |
|  |  |  |
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**SECTION C**

**Previous Experience**

**For your most recent employments please complete the boxes below, starting with your most recent employment first.**

|  |  |
| --- | --- |
| Title of post held: |  |
| Dates to and from (DD/MM/YYYY) |  |  |
| Name and address of employer. |  |

|  |  |
| --- | --- |
| Title of post held: |  |
| Dates to and from (DD/MM/YYYY) |  |  |
| Name and address of employer. |  |

|  |  |
| --- | --- |
| Title of post held: |  |
| Dates to and from (DD/MM/YYYY) |  |  |
| Name and address of employer |  |

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| --- | --- |
| Title of post held: |  |
| Dates to and from (DD/MM/YYYY) |  |  |
| Name and address of employer. |  |

**Section D**

In the relevant spaces below, outline the qualifications and/or experience which you believe demonstrate that you have the Qualities/Skills required for this position?

|  |  |
| --- | --- |
| **Quality/Skill** | **Qualifications/Experience/Achievements** |
| 1. Methodical and careful in your work.
 |  |
| 1. Good organisational skills, for example, to manage filing systems and appointment schedules etc.
 |  |
| 1. Good literacy and number skills.
 |  |
| 1. Good communication skills, both written and verbal.
 |  |
| 1. Ability to work well as part of large and small teams.
 |  |
| 1. Commitment to maintaining the highest possible level of customer service.
 |  |
| 1. Knowledge of and competency in the use of relevant IT applications (Word, Excel, PowerPoint, Lotus Notes).
 |  |
| 1. Ability to type effectively (specify WPM), in particular Dictaphone typing.
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I confirm that all of the information given in the preceding sections is correct and accurate to the best of my knowledge and belief, and I understand that any deliberate inclusion by me of incorrect information will render me liable to immediate disqualification for the competition whether this occurs before or after the competition is held and before or after offers are made.

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_