



Comhairle Chontae na Gaillimhe
Galway County Council

CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

**RECRUITMENT AND SELECTION CAMPAIGN
FOR THE POSITION
OF
CLERICAL OFFICER**

CLOSING DATE FOR RECEIPT OF APPLICATIONS:

4PM ON THURSDAY 03RD OCTOBER, 2024

Important Notes:

- Completed application forms along with copies of declared qualification documents and photographic identification must be submitted by email to hr@galwaycoco.ie in one email entitled "Clerical Officer Competition".
- Please submit your application form inclusive of all other required documentation as ***ONE SINGLE*** document (not individual scanned documents) before the closing date and time.
- Applications which do not meet the minimum eligibility requirements for the post based on the information submitted will not be considered further in the competition.
- Application forms must be fully completed. CVs **will not** be considered.

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THE COMPETITION:

The purpose of this recruitment campaign is to form a panel from which permanent and/or temporary contract posts may be filled at Clerical Officer Grade.

THE ROLE:

Clerical Officers make a valuable contribution to the provision of the Local Authority's services. The Clerical Officer will work as part of a multidisciplinary team, assisting with the implementation of work programmes to achieve goals, targets and standards set out in Departmental and Team Development Plans. He/she will also be required to operate the Local Authority's existing and future IT systems as part of their work.

As part of the Local Authority's commitment to providing quality services to citizens, the Clerical Officer will assist in delivering a wide range of services across the organisation. Clerical Officers provide a point of contact for customers to carry out their business and access information about the Council's services.

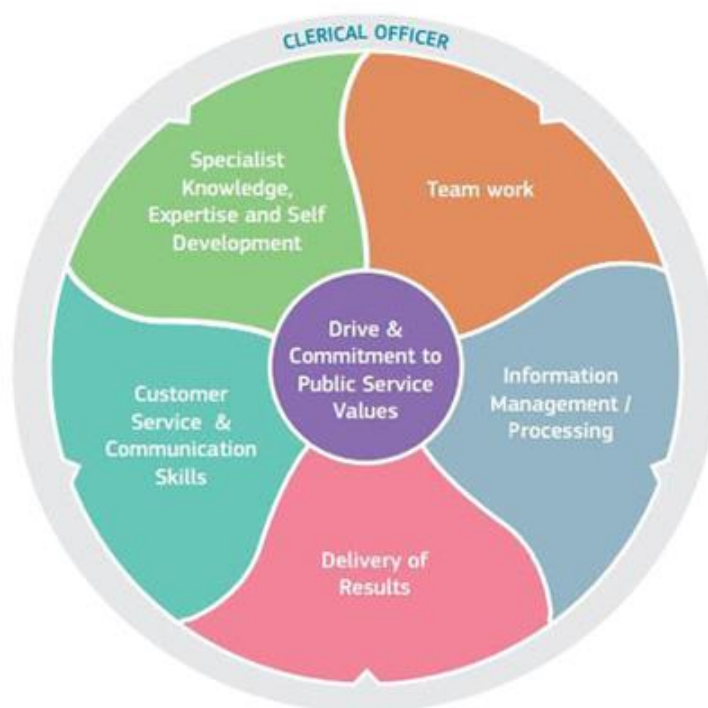
DUTIES AND RESPONSIBILITIES:

The Clerical Officer is the entry-level administrative grade in Local Authorities (LA's) in the country. Clerical Officers are deployed across a vast range of services throughout the organisation providing a vital role through a range of administrative duties. To become a Clerical Officer, one must demonstrate a good general educational standard and be efficient and customer focussed. The duties shall be such clerical/administrative and secretarial as may be assigned to the employee from time to time by the Local Authority. The following is a non-exhaustive list of duties which may be assigned to a Clerical Officer:

- Dealing with Public/Customers, including Public Counter/Reception Work
- Word processing, spreadsheets, database, email and internet
- Inputting and working with computer data.
- Cashiering
- General Clerical duties – filing, faxing, photocopying
- Handling mail and correspondence including electronic correspondence.
- Processing invoices and payroll for payment
- Accounts – Purchasing, Creditors, Debtors.
- Taking minutes of meetings

- Drafting letters and reports
- Such other duties as may be assigned from time to time
- Maintaining high quality records in a thorough and organised manner;
- Checking all work thoroughly to ensure it is completed to a high standard;
- Carrying out routine accounts work;
- Approaching work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine/repetitive work.
- Any other duties deemed appropriate.

SKILLS AND COMPETENCIES.



SKILLS AND COMPETENCIES CONT'D.

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
Delivery of Results	- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc
	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
	- 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

QUALIFICATIONS FOR THE POST

CHARACTER

Candidates must be of good character.

HEALTH

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

CITIZENSHIP:

Candidates must, by the date of any job offer, be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa

EDUCATIONAL STANDARD

Each candidate must, on the latest date for receipt of completed application forms: -

- (a) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certification Vocational Programme. (At least Grade B in Foundation Level Mathematics and Grade C in Foundation Level Irish may be considered as equivalent to

Grade D (or a Pass), in Higher or Ordinary Level, from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme);

or

(b) have passed an examination of at least equivalent standard;

or

(c) have had at least two year's previous service in the office of Clerical Officer, Clerk/Typist (Clerical Duties), Clerk Typist (Typing and Clerical Duties) or Clerk/Typist under a local authority, or health board in the State;

or

(d) have satisfactory relevant experience which encompasses demonstrable equivalent skills.

****Non-Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document.***

DESIREABLE BUT NOT ESSENTIAL

Previous relevant experience in a local authority setting or in the public and civil service would be desirable but not essential.

DETAILS AND PARTICULARS

PROBATION

Where a person is appointed to Galway County Council the following provisions shall apply –

- a) there shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- b) such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;

- c) the period at (a) above may be terminated on giving one weeks' notice as per the Minimum Notice and Terms of Employment Acts;
- d) there will be assessments during the probationary period.

REMUNERATION:

Starting pay for new entrants will be at the minimum of the scale. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Point	01/06/2024
1	€29,311
2	€31,043
3	€31,472
4	€32,336
5	€33,601
6	€34,867
7	€36,134
8	€37,053
9	€38,096
10	€39,303
11	€40,161
12	€41,360
13	€42,565
14	€44,834
LSI 1	€46,445

WORKING HOURS

35.17 Hours per week.

ANNUAL LEAVE:

27 Days per Annum

RESIDENCE:

The person holding the office must reside in, or at an address convenient to the Local Authority, as approved by the Chief Executive.

GARDA VETTING:

Garda vetting may be sought in respect of individuals who come under consideration for appointment.

OUTSIDE EMPLOYMENT

The position is whole-time and the officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

SUPERANNUATION CONTRIBUTION

A person who becomes a pensionable employee of a local authority who is liable to pay the Class A rate of PRSI contribution will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

A person who becomes a pensionable employee of a local authority who is liable to pay the Class D rate of PRSI contribution will be required in respect of his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration.

A person paying Class D rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the scheme.

A person paying Class A rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Employees are admitted to the Superannuation Scheme in accordance with the terms of the Local Government Superannuation (Consolidation) Act, 1998 and the Superannuation (Miscellaneous Provisions) Act 2004, with effect from date of appointment. This scheme is contributory and provides pension, retirement and death gratuities.

In order for a new entrant to the scheme to qualify for a pension, he/she must have served a minimum of two years employment in a local authority.

For new entrants under the Single Public Service Pension Scheme, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on career-average pay; pensions will be co-ordinated with the State Pension Contributory

COMMUNICATIONS

Galway County Council will contact you when necessary, at each stage of the competition by post /email/sms. It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment campaign, as any email/text message will be sent to the email address/telephone number originally supplied on your application form. It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform the Human Resources Department of any change in postal address throughout the recruitment and selection campaign. This can be done by emailing hr@galwaycoco.ie. The onus is also on each applicant to ensure that s/he is in receipt of all communication from the Galway County Council. Galway County Council does not accept responsibility for communications not accessed or received by an applicant.

-STAGE 1- SUBMISSION OF APPLICATION FORM

- Fully completed application forms must be submitted to the Human Resources Department prior to the closing date of **Thursday 03rd October, 2024**. **Curriculum Vitae's will not be accepted.**
- You must include copies of all declared educational qualifications and a copy of your photographic identification with your application form.
- Failure to submit all of the required documentation with your application will result in your application being deemed invalid and you will not be permitted to proceed any further in the selection process.

- Application forms, once submitted, will be checked to ensure that they meet the required minimum criteria for the position.
- If your application form does not meet the minimum qualifications for the post as set out in this booklet then your application will be deemed invalid and you will not be permitted to proceed any further in the selection process.

-STAGE 2- SHORTLISTING

Galway County Council reserves the right to shortlist applications. The shortlisting process will take the form of a desktop shortlisting process based on the information contained in the application form demonstrating range and depth of relevant experience and competency examples. You will be contacted in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. Please note that interview may be conducted online via Microsoft Teams.

-STAGE 3- FINAL INTERVIEW

Final Interview Process

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Local Authority's opportunity to assess your suitability for the role of Clerical Officer. The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that Galway County Council is satisfied that such person fulfils the requirements of the Regulations 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 the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview.

Interviews shall be conducted by Board(s) set up by Galway County Council. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed Qualifications and any other relevant matters. Only candidates who reach such a standard as Galway County Council consider satisfactory in the competitive interview shall be considered for selection and placed on a panel.

Candidates on the panel, who satisfy all the requirements for the post may be offered employment subject to:

- (i) their place, in order of merit, on the panel.
- (ii) the requirements of Galway County Council.

-STAGE 4- PRE-EMPLOYMENT CHECKS

Before contracts of employment are entered into, various checks are undertaken. These may include medicals, references and GARDA vetting. The Council will invite to attend a medical only the required number of successful candidates at the interview stage to fill the number of vacancies determined by the Council at the time.

References for successful candidates will also be checked and Garda Vetting, if necessary, will be completed at this point.

-THE FINE PRINT-

GENERAL INFORMATION

1. Galway County Council reserves the right to vary the number and sequence of each stage of the selection process as the competition progresses
2. Galway County Council will not be responsible for refunding any expenses incurred by candidates.
3. The admission of a person to the competition, or invitation to partake or attend any element of the selection process, or a successful result letter, is not to be taken as implying that Galway County Council is satisfied that such a person fulfils the requirements.
4. Placement on any panel from this competition is no guarantee that a position will be offered.
5. **The Importance of Confidentiality**
Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by Galway County Council are treated as strictly confidential subject to the provisions of the Freedom of Information Acts 1997 & 2003 and the General Data Protection Regulation.
6. **Deeming of candidature to be withdrawn**

Candidates who do not complete and submit any assessments before the specified date; or do not attend/ undertake any stage of the selection process as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

7. **Data Protection**

When your application is received, Galway County Council creates 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. Such information held is subject to the rights and obligations set out in the General Data Protection Regulation.

8. **Candidates should note that canvassing will disqualify.**

IMPORTANT INFORMATION-TERMS AND CONDITIONS

Your attention is drawn to this important information.

By submitting an application, accessing or attempting any assessment / test materials you are agreeing to be bound by the terms set out below:

1. All test and assessment materials are subject to copyright and all rights are reserved. No part of the tests/ assessment materials (including any text, questions and/or potential answer options) or associated materials (including practice and/ or familiarisation materials) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, printing, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process.
2. **Canvassing - Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the recruitment campaign.**
3. Candidates in the recruitment process must not:
 - Knowingly or recklessly provide false information.
 - Canvass any person, with or without inducements.
 - Interfere with or compromise the process in any way.
4. A third party must not impersonate a candidate at any stage of the process.
If a person found guilty of such an offence was or is a candidate in a recruitment process, then:
 - Where s/he has not been appointed to a post, s/he will be disqualified as a candidate.
 - Where s/he has been appointed subsequent to the recruitment process in question, s/he shall forfeit that appointment.
5. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that Galway County Council is satisfied that such a person fulfils the essential requirements.

FAQ

Frequently Asked Questions (and Answers)

1. Who can I contact if I have a query in relation the Recruitment Campaign for Clerical Officer?

It is expected that there will be a high level of interest in this competition. If you are unclear in relation to any aspect of the recruitment and selection process, please read the briefing document and frequently asked questions carefully before contacting Galway County Council's Human Resources Department. If you still need to contact the Human Resources Department please send your query via email in the first instance to hr@galwaycoco.ie

2. What do I need to submit with my application form?

You must submit a copy of all qualifications that you have declared on your application form. Please also submit a copy of your photographic identification in the form of a passport or driving licence. Application forms should be completed in typed format.

3. What happens if I cannot attend a particular stage of the competition?

The onus is on the candidate to attend for all stages of the recruitment competition at the locations, dates and times notified. Galway County Council cannot change dates and times of any particular stage of the process.

4. I have submitted my application form. What happens next?

Galway County Council will carry out an eligibility check on all application forms to ensure that they meet the minimum qualifications for the post as set out by the Department of Housing, Planning, Community and Local Government. You do not need to contact the HR Department. If you do not meet the minimum eligibility requirements for the post based on the information submitted on your application form, you will not be invited to interview.

Depending on the number of candidates remaining at this stage of the competition it may be necessary to hold a short-listing process. The shortlisting process will take the form of a desktop shortlisting process based on the information contained in the application forms and/or a shortlisting interview. You will be contacted in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification when registering your attendance at the Human Resources Department.

5. What happens on completion of the shortlisting process?

Galway County Council will contact all applicants advising them of the results of the shortlisting process. If you have been successful at this stage, you will be invited for a final interview.

6. What happens after undertaking the final interview?

If you qualify at final interview stage, you will be placed on a panel and ranked in order of merit. Vacancies may be filled from this panel as they arise and in order of merit. Please note that being placed on a panel is not a guarantee that you will be appointed to the position of Clerical Officer.

7. If I am offered employment, where will I be based?

You may be based at any location within Galway County.

8. How will Galway County Council communicate with me throughout the Recruitment and Selection Campaign?

Galway County Council will contact you when necessary at each stage of the competition by post, email or text message.

It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment campaign, as any email/text message will be sent to the email address/telephone number originally supplied with your application form. It is important to note that the email address you provide when submitting your application form must be one that you can access at all times.

The onus is on the applicant to inform the Human Resources Department of any change in postal address, email address or mobile telephone number throughout the recruitment and selection campaign. This can be done by emailing hr@galwaycoco.ie.

The onus is on each applicant to ensure that s/he is in receipt of all communication from the Galway County Council. Galway County Council accepts no responsibility for communication not accessed or received by an applicant.

Please do not contact the Human Resources unless absolutely necessary as it is expected that there will be a high level of interest in this recruitment competition.

CODE OF PRACTICE ON RECRUITMENT AND SELECTION PROCEDURES

GENERAL PRINCIPLES

This Code of Practice sets out the commitment by Galway County Council to comply with standards of best practice and integrity in its recruitment and selection procedures. It also outlines the obligations and responsibilities of persons who apply for employment with the Council, as well as their rights. It is based on the general principles of fairness and consistency in approach to all candidates, through competency-based selection procedures which are conducted in an open and transparent manner.

ADVERTISING

The Council is committed to ensuring that vacancies are communicated openly to afford equality of opportunity. Advertising mechanisms are selected which offer value for money and are appropriate to the vacancy under consideration. In general, vacancies are normally advertised in the national and local newspaper's, as well as the Council's website at www.galway.ie and the national website www.localgovernmentjobs.ie

LEGISLATION

The Council has regard to all relevant legislative requirements and considerations in its recruitment and selection processes, including;

- *Official Languages Act* – in accordance with government policy and having regard to our county's cultural identity, the Council conducts optional oral Irish interviews as part of its recruitment process, which awards an additional 3% / 6% of marks attained at main interview, to candidates who demonstrate a reasonable / very good knowledge of the Irish language. The Council is committed to achieving its obligations under the Official Languages Act on a planned basis.
- *Freedom Of Information* – all information received and processed by the Council is treated in confidence subject to the requirements of the Freedom of Information Act.

- *Data Protection Acts* – the information submitted with your application is used solely in processing your candidature, and such information is held subject to the rights and obligations of the Data Protection Acts. The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When your application is received, Galway County Council creates 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. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2018. The Personnel Department may use external selection board members and these board members may receive, or have access to, candidate application data in order to assist in the determination of suitability for a specific role; selection board members have a duty to keep such information confidential and secure and selection board members are aware of this duty. Our general retention period for applications and interview notes is 2 years and documents are then securely destroyed. To make a request to access your personal data please submit your request by email to: dpo@galwaycoco.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).
- *Equality Acts* – the interview process and Interview Boards have regard to all equality considerations. Employment opportunities are accessible to all potentially qualified applicants, including people with disabilities, for whom all appropriate facilities are provided to ensure that they have the opportunity to perform to their optimum at interview.

WHAT ARE YOUR RESPONSIBILITIES?

- *Full Completion of Application Form* – applications must be made on the official application form and all sections of the form must be fully completed. When completing the form, it is essential that full details (e.g. Employment dates & duties) are given, as you may be shortlisted on the basis of information supplied.
- *Submission Prior to the Closing Date* – the completed application form must be forwarded to reach Galway County Council in hard or electronic copy, not later than the closing time and date for receipt of applications. An application form sent by post should be posted in sufficient time to ensure delivery by the deadline. Allegations of loss or delay will not be considered unless supported by a Certificate of Postage.
- *Attendance at Interview* – candidates who do not attend at interview or tests as required, or who do not, when requested, furnish evidence in relation to their candidature, will have no further claim for consideration in the recruitment process for that vacancy.
- *Integrity and Fairness* – this comprises four main issues:
 - Any attempt by a candidate, or by any person(s) acting on his/her instigation, directly or indirectly by means of written communication or otherwise, to canvass or otherwise

influence in the candidate's favour, any member of staff of the County Council or person nominated by the Council to interview or examine applicants, will automatically disqualify the candidate for the position he/she is seeking.

- Candidates must not knowingly provide false information on their application.
- No other person may impersonate or represent a candidate at any stage of a selection process.
- Candidates must not interfere with or compromise the process in any way.
- Any candidate found to carry out any of the above and who was/is a candidate in the recruitment process, may be disqualified as a candidate or if appointed, may forfeit the appointment.

APPOINTMENT ON MERIT

- *Eligibility* – specific requirements for posts may be set down by the appropriate Minister/Body, such as academic/professional qualifications, minimum amount and type of experience and/or knowledge, and in some cases, other factors such as health/fitness, security clearance considerations, etc. Candidates are advised as soon as possible after the closing date of the decision regarding their eligibility for the post. However, admission to a competition or invitation to interview is not to be taken as implying that the Council is satisfied that the candidate fulfils all requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. Therefore, the onus is on the candidate to ensure that they meet the eligibility requirements before attending for interview, as candidates attend for interview at their own expense.
- *Shortlisting* – where a large number of persons apply for a post, the Council reserve the right to admit to the competition, only candidates who appear to be likely to possess a standard sufficient for appointment. The shortlisting process can take the form of:-
 - Shortlisting of candidates on the basis of information contained in their application form;
 - Other written, oral or practical tests appropriate to the position;
 - Preliminary interviews to reduce the number of candidates to a more manageable number for the final Interview Board **or**
 - Preliminary interviews to determine qualified candidates, after which a selected number of the qualified candidates are called back for final interview.

- *Main Interview* – the Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualification, attributes and skills required to undertake the duties and responsibilities to the standard required in the post.
- *Interview Board* – the Interview Board are selected and convened having regard to their training, experience and expertise in the particular functional area. Gender representation is also taken into consideration when constituting a board, subject to availability. Interview Board Members have regard to their responsibilities under Equality and Freedom of Information legislation in the conducting of interviews.
- *Panel* – following completion of interviews, a panel may be formed, the duration of which is at the discretion of the Council. While a panel remains in force, offers of temporary or permanent employment may be made subject to confirmation of qualifications and satisfying clauses in relation to health, character or other requirements of the particular post. Persons to whom an offer of employment is made must take up duty within 1 month from the date of offer, or such extended period as the Council may agree, otherwise, the Council may decide not to appoint them.

YOUR RIGHT TO INFORMATION AND TO APPEAL

The Council is committed to offering meaningful feedback to candidates who request it, and to dealing with such requests in a timely and efficient manner. A request for marks awarded at interview and comments made by the Interview Board, may be made in writing to the Freedom of Information Officer, under the Freedom of Information Act.

The Council will consider appeals in relation to eligibility and shortlisting decisions. Such appeals must be made by candidates in writing within 5 working days of notification of the relevant decision. On receipt of appeal, the selection decisions will be re-visited and the candidate will be informed of the outcome of this review.

GALWAY COUNTY COUNCIL IS AN EQUAL OPPORTUNITIES EMPLOYER

Application Form Checklist

- ✓ All application forms must be submitted fully completed and inclusive of all the requested documentation (Educational Qualification Documents and Driving Licence) by the closing date. All **incomplete applications** will be returned as **invalid** after the closing date and will not be included in the competition.
- ✓ Please submit *your application form inclusive of all other required documentation* to hr@galwaycoco.ie as **ONE SINGLE document** (not individual scanned documents) before the closing date and time.
- ✓ All information must only be provided on the formal application form. Additional information via Curriculum Vitae **will not** be considered.
- ✓ Ensure that you have answered all questions fully.
- ✓ Copies of Educational qualifications & driving licence (not originals), i.e. Leaving Certificate, degree etc., whichever is applicable in your case, must be submitted with your application. Original certificates will be required prior to any appointment.
- ✓ Applications may be submitted by email to hr@galwaycoco.ie providing all required information is included on the application (i.e. scanned copy of educational qualifications, driving licence etc.)
- ✓ Applications will be short-listed on the basis of the information provided on the application form and therefore you should ensure that you have fully completed your application and all documentation requested is submitted.
- ✓ Candidates who send their applications by post should allow sufficient time to ensure delivery not later than the latest time for acceptance. The responsibility rests with the applicant to ensure the application form, in full, along with all requested documentation is **received** on time by the Human Resources Department, Galway County Council.
- ✓ Claims that any application form or letter relating to it has been lost or delayed in the post will not be considered unless a Post Office Certificate of posting is produced in support of such claims. The responsibility to make contact with An Post regarding any delays rests with the applicant.
- ✓ Please notify the Human Resources Department of any change of address, telephone number or email address.