



Comhairle Chontae na Gaillimhe  
Galway County Council

## CANDIDATE INFORMATION BOOKLET

Please Read Carefully

# Recruitment and Selection Campaign for the Position of Assistant Staff Officer (Grade IV)

**Closing Date: 4.00pm on Thursday 26th September 2024**

### **Important Notes:**

- Please submit *your application form inclusive of all other required documentation* to [hr@galwaycoco.ie](mailto:hr@galwaycoco.ie) as ***ONE SINGLE document*** (not individual scanned documents) before the closing date and time.
- Candidates must submit a copy of all declared qualifications and a copy of photographic identification with their application forms.
- Application forms must be fully completed. CVs will not be considered.



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## The Competition

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Galway County Council is inviting applications from suitably qualified candidates with relevant experience for the position of **Assistant Staff Officer** (Grade IV). Recruitment arrangements to this grade will now be on the following basis:

Galway County Council will form three (3) separate panels of suitably qualified candidates to meet the requirements for posts confined to the local authority sector, open and those confined to Galway County Council staff, from which future relevant vacancies may be filled.

Suitably qualified persons are invited to apply for the following panel(s):

- **Panel A** (Confined to local authority sector) will comprise of successful applicants in order of merit from within the local authority sector only i.e., candidates serving in a local authority or Regional Assembly (where applicable).
- **Panel B** (Open) will comprise of all successful applicants in order of merit and may include candidates serving in a local authority, regional assembly, and external applicants.
- **Panel C** (Confined to the recruiting local Authority) will comprise of all successful applicants in order of merit from within the recruiting local authority i.e. candidates serving in Galway County Council.

Eligibility criteria for all three panels are set out under Qualifications below.

## Qualifications

### Character:

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Candidates shall be of good character and references shall be sought.

### Health

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Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirement as to health it will be necessary for the successful candidate, before they are appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority.

## CITIZENSHIP:

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### 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

## Education and Experience:

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### Panel A - Confined to local authority sector

#### Each candidate must, on the latest date for receipt of completed application forms;

- (a) be a serving employee in a Local Authority or Regional Assembly and have at least 2 years' satisfactory experience in a post of Clerical Officer or analogous grade.
- (b) possess a satisfactory knowledge of the functions and duties of local authorities; and
- (c) have a satisfactory knowledge or experience of office organisation.

### Panel B - Open

#### Each candidate must, on the latest date for receipt of completed Application Forms:

- (1) (a) Have obtained at least Grade D (or a pass), in Higher or Ordinary level, in five subjects (or four subjects if Irish is included) from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme including Irish and/or English and one of the following: Mathematics, Accounting, Business Organisation or Economics, **and**
- (b) Have obtained at least Grade C (or Honours) in Higher Level (or Honours) papers in three subjects in that examination (or two subjects if Irish and/or one of the following is included: Mathematics, Accounting, Business Organisation or Economics), **or**
- (2) Have obtained a comparable standard in an equivalent examination **or**,

- (3) Hold a third level qualification of at least degree standard.

### **Panel C - Confined to employees of Galway County Council**

**Each candidate must, on the latest date for receipt of completed application forms;**

- (a) be a serving employee of Galway County Council and have at least two years satisfactory experience in a post of Clerical Officer or analogous post
- (b) possess a satisfactory knowledge of the functions and duties of local authorities; and
- (c) have a satisfactory knowledge or experience of office organisation.

### **Sequencing of the Filling of Positions:**

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Recruitment to Grades IV to Grade VII will be on the following basis:

- A. 50% confined to employees of the sector,
- B. 30% open, and
- C. 20% confined to employees of an individual local authority.

## **Details and Particulars of the Role**

### **The Post**

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Galway County Council is establishing panels for the position of Assistant Staff Officer from which permanent and/or temporary vacancies may be filled.

The Assistant Staff Officer is a key support position within the Council and is assigned to a service delivery area or to support a functional area as required. The Assistant Staff Officer will work under the direction and management of the Staff Officer or analogous grade or other employee designated by the Administrative Officer, Senior Executive Officer or Director of Services as appropriate. The role involves supporting managers and colleagues and working as part of a team in meeting work goals and objectives and delivering quality services to internal and external customers.

The Assistant Staff Officer will work as part of a multidisciplinary team within the Council, assisting with the implementation of work programmes to achieve goals, targets and standards set out in Departmental and Team development plans. The Assistant Staff Officer will be expected to use initiative and work to a high standard and will be required to operate the Council's existing and future IT systems as part of their work.

The Assistant Staff Officer role requires excellent administrative, interpersonal, communication and other particular skills and expertise depending on assignment.

The successful candidate will be expected to carry out duties set out below;

**The main duties and responsibilities of the role of Assistant Staff Officer (Grade IV) are:**

1. To support clerical officers to provide a comprehensive administrative and clerical support to the section, department or division, including:
  - a) Copy (and audio) typing, proof reading, formatting and processing of documents (letters, reports, minutes etc.)
  - b) Preparing and completing standard letters, forms, reports, emails and statistics within clearly defined information
  - c) Dealing with standard enquiries and correspondence by telephone, email or post, including forwarding to other members of the section, co-ordinating draft replies, flagging, tracking and following up emails and correspondence as appropriate
  - d) Providing a data entry service, maintaining spreadsheets and databases as required
  - e) Raising purchase orders on the Agresso system, dealing with enquiries from suppliers and providing a basic accounts function for the section
2. To support the Staff Officer to ensure the section or department work programmes are implemented to deliver on the Council's Corporate Plan and operational plans.
3. To support the Staff Officer to communicate, implement and manage all change management initiatives within the relevant area of responsibility.
4. To ensure high levels of customer service, responding to queries and requests for information in a professional and courteous and timely manner.
5. To communicate and liaise effectively with employees, supervisors and managers in other section, senior managers and customers in relation to operational matters for their section.

6. To compile, prepare and present reports as necessary, including the preparation of reports or letters, which may be sensitive and/or confidential in nature.
7. To support the implementation of good practices with transparent reporting and communications to deliver accountable services in the department or section.
8. To ensure confidentiality of documents and materials as appropriate at all times.
9. To organise and facilitate internal and external meetings and participate and engage in discussions as appropriate.
10. To support the Council and Municipal District operations.
11. To provide specialist administrative assistance and support in the delivery of projects as required.
12. To support the Staff Officer in the management and implementation of Health and Safety for the section or department.
13. To maintain an effective document management or filing system as required.
14. To deputise for the Staff Officer or analogous grade as required.
15. To take responsibility for personal development and participate in training and development as required.
16. To input to Council corporate initiatives, as required and in accordance with the work load demand of the section
17. To undertake any other duties of a similar level and responsibility, as may be required, or assigned, from time to time.



## **The Person:**

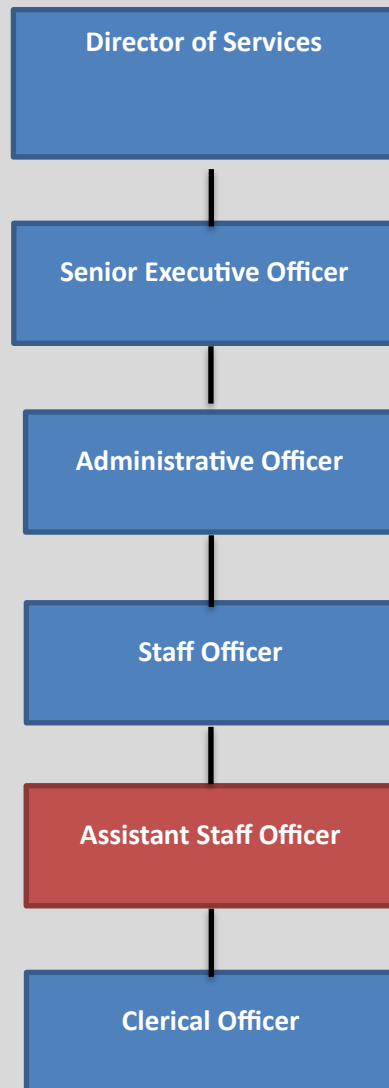
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Preferably the successful candidate will demonstrate:

- A clear understanding of local government services in order to achieve effective service delivery
- Excellent communication, interpersonal and people management skills
- Excellent organisational, time management and leadership skills
- Ability to work effectively under pressure and achieve objectives in a timely manner
- Good understanding and knowledge of local authority policy procedures and practices
- Work effectively as part of a team
- Proven problem solving and trouble shooting skills
- Supervisory management skills

## Typical Positioning of the Post in the Organisational Structure

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**The ideal candidate for this position should possess the following competencies:**

<b><u>Purpose and Change</u></b>
<p><b><i>Understanding purpose and priorities:</i></b></p> <ul style="list-style-type: none"><li>• Demonstrates the ability to understand the team's purpose and priorities, show commitment to these</li><li>• Demonstrates the ability to ensure that their work contributes to meeting the division's purpose and objectives</li></ul> <p><b><i>Maintaining a positive image of the Council:</i></b></p> <ul style="list-style-type: none"><li>• Demonstrates the ability to represent the Council positively and create a good impression of the Council as an individual, within the team and through interaction with customers and the public</li></ul>
<b><u>Personal Performance</u></b>
<p><b><i>Supporting the Team:</i></b></p> <ul style="list-style-type: none"><li>• Demonstrates the ability to relate well to others and maintains positive working relationships</li><li>• Demonstrates the ability to develop a strong team ethic of co-operation and mutual support</li><li>• Demonstrates the ability to share information and ideas with others</li><li>• Demonstrates the ability to act in a manner that recognises and respects the contributions of others</li></ul> <p><b><i>Communicating Effectively:</i></b></p> <ul style="list-style-type: none"><li>• Demonstrates the ability to get their message across accurately and effectively</li><li>• Demonstrates the ability to make sure that important information is communicated or responded to in a timely way</li><li>• Demonstrates the ability to listen, clarify and check back to understand someone else's perspective</li></ul>
<b><u>Delivering Results</u></b>
<p><b><i>Co-operating with decisions and implementing solutions:</i></b></p> <ul style="list-style-type: none"><li>• Demonstrates the ability to operate to work plans and schedules</li><li>• Demonstrates the ability to take into account factors affecting work delivery and makes allowances for these</li><li>• Demonstrates the ability to look ahead in order to forward plan personal work, activities and schedules</li></ul>

- Demonstrates the ability to maintain a clear understanding of allocation of tasks and duties within the team
- Demonstrates the ability to use information technology as required to ensure efficient completion of tasks

***Delivering quality work and services:***

- Demonstrates a strong customer service ethos
- Demonstrates the ability to take pride in the quality of service delivered and seeks to improve it
- Demonstrates the ability to regularly review and measure the quality of his or her work

**Personal Effectiveness**

***Knowledge & Understanding of the post/of local government:***

- Demonstrates knowledge & understanding of the structure and functions of local government
- Demonstrates knowledge of current local government issues and future trends
- Demonstrates understanding of the role of Assistant Staff Officer in this context

***Resilience and Personal Wellbeing:***

- Demonstrates the ability to manage time and workload well by effective prioritising
- Demonstrates the ability to remain calm and composed under pressure
- Demonstrates the ability to seek support from others when the role is particularly challenging

***Personal Motivation and Initiative***

- Demonstrates the ability to adopt a positive and constructive approach to work
- Demonstrates the ability to be open to taking on new challenges or responsibilities

**The Salary:**

Point	Rate	Point	Rate
1	€33,760	7	€46,438
2	€35,866	8	€48,060
3	€38,855	9	€49,706
4	€40,818	10	€51,221 LS 1
5	€42,535	11	€52,773 LS 2
6	€44,196		

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.

### **Working Hours**

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35.17 Hours per week.

### **Annual Leave:**

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30 Days per Annum

### **Pension:**

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Local Government Superannuation Scheme. Details provided prior to appointment.

### **Residence:**

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

### **Probation:**

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Where a person who is not already a permanent officer of a Local Authority is appointed to the office, the following provisions shall apply:-

- a) There shall be a period after such appointment takes effect during which such person shall hold such office on probation.
- b) Such period shall be twelve months, but the Chief Executive may at his/her discretion extend such period.
- c) Where such person's services are unsatisfactory, the appointment may be terminated by the Chief Executive at any time during the period of probation.
- d) Where, on completion of the period of probation, the Chief Executive certifies that the person's services are satisfactory, such person will finally be appointed.

### **Garda Vetting:**

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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.

## Application Process and Closing Date:

Completed Applications forms and copies of qualifications may be emailed to [hr@galwaycoco.ie](mailto:hr@galwaycoco.ie) or posted to:

**Galway County Council,  
Human Resources Department,  
County Hall,  
Prospect Hill,  
Galway.**

The closing date for receipt of completed applications for this position is **4.00pm sharp on Thursday 26th September 2024.**

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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 of the successful candidate.***

## **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 newspapers, as well as the Council's website at [www.galway.ie](http://www.galway.ie) and the national website [www.localgovernmentjobs.ie](http://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 25<sup>th</sup> 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](mailto: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.

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### **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](mailto: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](mailto: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.

**The onus rests with the applicant to ensure that his/her application form and all required documentation is received by the Human Resources prior to the competition closing date.**