**JOB DESCRIPTION**

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| Competition Title: | Clerical Officer – Recruitment Officer |
| Grade: | Grade III  |
| Tenure: | Permanent, pensionable |
| Location: | Waterford Training Centre |
| Applications to: | Online only at [www.waterfordwexford.etb.ie](http://www.waterfordwexford.etb.ie) / vacancies |
| Competition Profile: | This is an open competition.  |

**Summary of Position**

The purpose of this post is to provide high-level administrative support to Waterford and Wexford Education and Training Board. The successful candidate(s) will support the delivery of quality services, as per the organisation’s remit, working with colleagues across WWETB and the broader community, including Schools and Further Education and Training Centres. WWETB constantly strives to improve the quality and effectiveness of its services and systems, across a number of functions, including in its Schools, Further Education and Training Centres, Finance, Human Resources and Corporate Services. The work of WWETB will be supported through a number of duties and responsibilities, as outlined below.

**Main Duties**

* In respect of all courses handled by the course recruitment department, taking details from callers on the phone, in person and online. Providing information on courses, directing enquiries, taking and distributing messages, processing emails.
* Training Centre:- room bookings, preparation of meeting rooms, attendance at meetings, minute taking, organisation of external catering, processing of invoices etc.
* Creating and maintaining budgets for events.
* General typing, printing as required.
* Maintenance of various databases, inputting of information correctly and efficiently.
* Acquiring quotes, ordering and maintaining stationery.
* Working as part of a closely knit team with the department.
* Answering main telephone lines within the recruitment department and when required, reception duties.
* Referring learners for course or checking allocated courses on PLSS for learners who have self-registered or been referred by DSP.
* Requesting via email and text, supporting documentation required for courses (ID,CV, Educational Certs (if applicable).
* Posting Learner Detail forms and profile to learners to referred course.
* Checking eligibility of learners for courses e.g. educational requirement or payments being received, residency status etc.
* Scheduling interviews for the course once directed by the Recruitment Officer – post/text and email notification of interview to each learner.
* Send interview reminders the day before course commencement. o Prepare interview packs for day of interview (sign in sheet/interviewer forms etc.).
* Greet learners at interview (have any outstanding paperwork they bring completed and checked).
* Enter interview outcomes on PLSS.
* Notify unsuccessful learners.
* Notify successful learner.
* Prepare "Call for Course" Pack for successful learner issuing all required paperwork Inc. F103's if entitled to payment.
* Chase any outstanding documents.
* Ensure all learner data from the learner detail form is completed on PLSS.
* Prepare course packs for the Contracted Training Officer.
* Start Learners on Course once the sign In list has been received.
* Ensure that any relevant paperwork is in the relevant course folders (profile, interview schedules, learner applications, sign in lists, class starter lists).
* Answer a variety of queries via phone, email and text.
* Promote courses and assist in marketing activities.
* To undertake such other work as may be assigned from time to time.

**Essential Requirements for Grade III post holders**

* Have the requisite knowledge, skills and competencies to carry out the role.
* Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise.
* Be capable and competent of fulfilling the role to a high standard.
* Be at least 17 years of age on or before the date of the advertisement of the recruitment competition.

**Desirable Criteria**

* Demonstrate a high level of ICT literacy, including a proven ability to apply technology in the workplace.
* Excellent administrative skills.
* Excellent communication and interpersonal skills.
* Self-motivating, flexible and results focussed.
* Ability to prioritise and manage work in a dynamic and fast paced environment.
* Proven record as a team player.
* Goal oriented in a manner that ensures work is comprehensively completed.
* Ability to work on own initiative within a flexible, co-operative, team structure.

**Salary**

Salary will be paid in accordance with such rates as may be authorised by the Minister for Education

from time to time for Grade III positions.

Entry point to this scale will be determined in accordance with Circulars issued by the Department of Education. Rate of remuneration may be adjusted from time to time in line with Government Policy.

Please refer to the [WWETB website](https://waterfordwexford.etb.ie/information-compliance/foi-publication-scheme/about-wwetb/organisation-and-salary-grading-scales/) for current salary scale. Successful candidates will be paid at point 01 of the salary scale unless they have previous relevant public sector service in experience.

**Application Form**

Applications must be made on the official Clerical Officer Application Form and all sections must be completed in full. When completing the application form accuracy is essential as the information supplied in the form will play a central part in the selection process. Applications can be accessed via: [www.waterfordwexford.etb.ie/vacancies](http://www.waterfordwexford.etb.ie/vacancies)

**Shortlisting**

WWETB is an Equal Opportunities Employer. WWETB reserves its right to shortlist candidates, in the manner it deems most appropriate, to proceed to the interview stage of the competition. Shortlisting will be on the basis of information supplied on the Application Form and the likely number of vacancies to be filled*. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.* The shortlisting process will provide for the assessment of each applicant’s application form against predetermined criteria that reflect the skills and depth of experience considered to be essential for a position at this level. Canvassing will automatically disqualify.

**Interview**

Selection, from shortlisted candidates, shall be by means of a competition based on an interview conducted by WWETB. WWETB Core Values of Respect, Accountability, Learner Focus and Quality are the guiding principles of the organisation and underpin the competencies required to fulfil this role. The interview will be competency based and marks will be awarded under the following Core Competencies identified for the position of Clerical Officer Grade III:

* Teamwork
* Information Management/Processing
* Delivery of results
* Customer Service & Communication Skills
* Specialist Knowledge, Expertise and Self Development
* Drive & Commitment to Public Service Values

These core competencies are assessed and awarded marks by demonstrating the following key skills sets:

**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
* 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 judgement 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 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 the 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

**Additional Information**

**Citizenship**

* Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of Member States of the European Union along with Iceland, Liechtenstein and Norway.
* Swiss citizens under EU agreements may also apply.

**Health & Character**

* Those under consideration for a position may at the discretion of the employer be required to complete a health and character declaration and a Garda Vetting form.
* References will be sought.
* Canvassing will disqualify.
* Some posts require special security clearance.
* In the event of potential conflicts of interest, candidates may not be considered for certain posts.