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**JOB DESCRIPTION**

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| **Job Title:** | School Secretary (Grade III, Clerical Officer) |
| **Reporting To:** | Principal or nominee |
| **Grade :** | Grade III |
| **Role:** | School Secretary (Permanent) |
| **Location:** | St. Declan’s Community College |

**Summary of Position**

The purpose of this post is to provide an exceptional front of house reception service to parents, colleagues, students and visitors in a busy, pressurised environment where demands, tasks and activities change at short notice within and outside the academic year.  
Candidates will have to demonstrate flexibility and enthusiasm and enjoy working within a team with all members of the school community.

**Main Duties**

The role of the Grade III Clerical Office will include the following:

* Supporting the administrative functions of WWETB in one of the main offices (Ardcavan, Waterford, Dungarvan) in the areas of Finance, Human Resources or Corporate Services OR general administration in a School or Education Centre under the remit of WWETB.
* Any related duties as may be assigned from time to time by the Head of Department, Centre, School or nominee.

**Essential Requirements**

* 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.
* Excellent organisational, communication and interpersonal skills,
* Have excellent secretarial and administrative skills and telephone manner.

**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.

**Application Form**

Applications must be made on the official School Secretary Grade III 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.

**Shortlisting**

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.

**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 skill sets identified for the position of Clerical Officer:

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

**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.