

## Overview of Kilkenny and Carlow Education and Training Board

Kilkenny and Carlow Education and Training Board (KCETB) is the largest education and training provider in counties Kilkenny and Carlow and offers a broad range of education and training services to approximately 14,000 students and learners on an annual basis.

We manage 13 post-primary schools across the two counties and are the leading provider of Further Education and Training (FET). Through our FET Service, we offer a wide range of full-time and part-time courses, such as apprenticeships, basic education, community education and Youthreach (for early school leavers) as well as student supports and services for employers.

We also manage music education through the Music Generation programme and we co-ordinate the delivery of youth services. We have a history of responding flexibly to community and employer needs and aspirations.

### CLERICAL OFFICER (Grade III)

#### SUBSTITUTE PANEL

<b>Job Title:</b>	Clerical Officer (Grade III) – Substitute Panel
<b>Reporting:</b>	Department Manager/Head of Centre/School Principal as designated.
<b>Hours of Work:</b>	Monday to Friday – 35 hours per week
<b>Work Location:</b>	Positions available within KCETB offices in the Kilkenny and Carlow area.
<b>Salary Scale:</b>	<p>Salary will be paid in accordance with such rates as may be authorised by the Minister for Education from time to time for Clerical Officers (Grade III).</p> <p>Candidates should note that the starting salary for new entrants will be at the minimum of the scale.</p> <p>Different remuneration and conditions may apply, if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant.</p> <p>Current scale for new entrants at Grade III is €25,353 - €41,501 (Full time Equivalent).</p>
<b>Annual Leave:</b>	22 days per annum (Full-time equivalent). This leave is on the basis of a five day week and is exclusive of the usual public holidays.

## Post Summary

The nature of the work carried out by the Clerical Officer will vary depending on the department/school/centre within KCETB you are assigned to.

Successful applicants can expect a challenging, diverse and progressive environment within KCETB.

The Clerical Officer shall be in a position to deliver some or all of the following:

- Provide secretarial, administrative and reception assistance within an allocated department/school/centre
- Provide a professional and friendly approach in dealing with all learners, staff and management
- Check all work thoroughly to ensure it is completed to a high standard
- Establish and maintain efficient and effective systems/databases to ensure any and all data, records or information required by all interested parties including Internal and External Audit is readily available
- Control of relevant data, ensuring the submission of timely and accurate data for relevant payment within set deadlines
- Assist in the preparation and completion of returns to the ETB, Department of Education, SOLAS and other appropriate bodies in line with ETB guidelines
- Undertake special/one-off tasks
- Assist in the development of improved working practices in order to achieve improved service delivery
- Contribute to the development and implementation of appropriate management information systems
- Deal sensitively with correspondence, telephone enquiries or personal callers on all areas of work covered by the section involving contact with all interested parties as necessary while maintaining a high degree of confidentiality in all aspects of work
- Promote teamwork within the Department while maintaining a strong focus on self-development, seeking feedback, coaching and creating opportunities for self-development
- Undertake relevant training and development activities and respond positively to new and alternative systems
- Contribute to the ongoing development and implementation of Strategic initiatives across KCETB

- Assist with effectively promoting the values of KCETB and establishing a positive working culture and environment for all employees that supports the attainment of KCETB's goals
- Communicate efficiently and build productive working relationships with relevant internal and external stakeholders

This job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him / her from time to time by the CE and to contribute to the development of the post while in the role.

## **Other Conditions**

The appointment will be subject to the sanction of the Chief Executive.

External work may not be undertaken without the prior consent of the Board.

### **Probation**

Where a person is appointed to the position of Clerical Officer to Kilkenny and Carlow ETB the first 12 months of their contract will be regarded as the probationary period. The appointment will be confirmed subject to satisfactory performance of the duties of the post.

### **Garda Vetting**

Kilkenny and Carlow ETB is registered with the National Vetting Unit (NVU). As part of the Board's recruitment and selection process, offers of employment to all posts may be subject to NVU disclosure.

### **References**

Kilkenny and Carlow ETB reserves the right to seek both written and verbal references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated. Kilkenny and Carlow ETB also reserves the right to determine the merit, appropriateness and relevance of such references and referees. Please note that candidates are requested not to submit references with their application form.

### **Pre-Employment Health Assessment**

Candidates will be required to undergo a medical assessment or to complete a form declaring their health status. The result of the examination or declaration will be reviewed by the ETB's Occupational Health Service.

### **Superannuation and Retirement**

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil/Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are available on [www.kcetb.ie](http://www.kcetb.ie).

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

The maximum retirement age for a member of the single public service pension scheme as defined by the Public Service Pensions (Single Scheme and other Provisions) Act 2012 is 70 years.

### **Notice/Termination**

This appointment is terminable by one month's notice in writing from either side subject to statutory provisions and relevant collective agreements.

### **Essential requirements**

The following are essential requirements for appointment to this post:

- Have the requisite knowledge, skills and competencies to carry out the role
- Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service
- Be capable and competent of fulfilling the role to a high standard
- 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 with 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 at least 17 years of age on or before the date of advertisement of the recruitment competition

### **Competences**

The person appointed to the above post will be required to show evidence of the following competences:

#### **Specialist Knowledge, Expertise and Self Development**

- Develops and maintains the skills and expertise required to perform in the role effectively including a high degree of competence in Word, Excel, Powerpoint and Data Management 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

#### **Team Work**

- 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 judgment on when to ask manager or colleagues for guidance

**Customer Service and 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

**Drive and Commitment to Public Service Values**

- Consistently strives to perform at a high level and deliver a quality service
  - Serves the Government and 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
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