



**Comhairle Contae  
Dhún na nGall**  
Donegal County Council

## **Clerical Officer**

# **Information for Candidates**

**February, 2024**

### **1. The Position**

Donegal County Council has a requirement for Clerical Officers to work across a number of sections of the Local Authority.

The person appointed will, under the direction and control of the Staff Officer/Senior Staff Officer or other officer designated by the Chief Executive, perform a range of duties and responsibilities.

A satisfactory competence in the Irish language is deemed desirable and beneficial in relation to any vacancy deemed as requiring same by the Council. An assessment of this competence will be carried out as part of the recruitment and selection process as appropriate.

### **2. Role, Duties & Responsibilities**

Clerical Officers work across a number of sections throughout the organisation providing an important role through a range of administrative duties. The duties shall be such clerical/administrative and secretarial as may be assigned to the employee from time to time by Donegal County Council.

The following is a non-exhaustive list of duties which may be assigned to a Clerical Officer:

- Demonstrate a Customer focus and be respectful, courteous and professional when assisting with customers and colleagues
- Office administration duties including filing, faxing, photocopying, drafting letters / reports
- IT Skills (e.g. Word processing, spreadsheets, databases, email and Internet)
- Cashiering
- Handling mail and correspondence including electronic correspondence
- Financial Skills (e.g. processing invoices)
- Such other duties as may be assigned from time to time

### **3. Qualifications & Requirement of the Post**

The Department of Housing, Local Government and Heritage has declared that the qualifications for the Clerical Officer position shall be as set out hereunder:-

#### **(a) Character**

Each candidate must be of good character.

### **(b) Health**

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

Successful candidates will be required to undergo a medical examination carried out by the Council's Occupational Medical advisor prior to appointment.

### **(c) Education, Training, Experience etc.**

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

- (i) have obtained at least Grade D, in Higher or Ordinary Level in five subjects from the approved list of subjects in the Dept of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme

**OR**

- (ii) have passed an examination of at least equivalent standard

**OR**

- (iii) Have had at least two years previous service in a permanent and pensionable 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**

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

### **(d) Competencies**

As the positions are in various sections of the organisation, the duties will vary depending on assignment. Post holders will be expected to constantly contribute towards improving the overall effectiveness of the section to which they are assigned.

Candidates for the position of Clerical Officer must be able to demonstrate that they have the following skills:

#### **Customer Focused**

- Be respectful, courteous and professional when assisting customers;
- Understand customer needs and expectations and acts on these appropriately;
- Be willing to represent the LA in a positive manner through delivery of a prompt and efficient service.

### **Excellent Organisation Skills**

- Experience in office administration including filing, faxing, photocopying, drafting letters / reports;
- High level of attention to detail;
- Ability to work effectively to tight deadlines;
- Compliance with various Council policies / standards as required;
- Effective verbal and written communication skills;
- Ability to prioritise work and generate effective solutions;
- Capacity to work autonomously;
- Demonstrate commitment to the role and delivery of a high-quality service.

### **Knowledge and Experience of Operating ICT & Financial Systems**

- A good practical application of ICT skills;
- Can use various ICT packages / systems;
- Be proficient with new technologies;
- Have an ability to deal with accounts, invoices and financial systems.

### **An Effective Team Player**

- Maintain effective working relationships (internally & externally);
- Work as part of a team to ensure delivery of plans and schedules;
- Engage appropriately and effectively with customers and colleagues;
- Demonstrate initiative and a willingness to learn new skills;
- Be flexible and adaptable in their approach to work.

### **Personal Effectiveness**

- Knowledge of Local Government & the Council generally;
- Knowledge and awareness of key topical and priority issues;
- Maintain a positive, constructive and enthusiastic attitude to their role;
- Personal Motivation – Strives to perform at a higher level.

## **4. Particulars of the Post**

### **(a) General**

Donegal County Council proposes to create a panel of qualified candidates for the position of Clerical Officer from which it will fill any vacancy both permanent and temporary that may arise.

### **(b) Probation**

Successful candidates shall be required to be on probation for an initial period of nine months. This period may be extended at the discretion of the Council.

### **(c) Remuneration**

The current annual pay-scale is €27,896 min to €44,860 max (LSI 1) (as per Circular EL 02/2023).

Holders of the post will be paid at the appropriate point on the salary scale in accordance with the relevant Department Circular.

New entrants will commence on the minimum point on scale.

### **(d) Base**

The base for the post of Clerical Officer **shall** be determined by the Council and will depend on the particular area and service to which the post holder is assigned.

The role of Clerical Officer **may** involve some travel, with some trips involving overnight stays and associated costs covered by the appropriate allowances.

### **(e) Residence**

Holders of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

### **(f) Working Hours**

The normal hours of work will be 35 hours per week. The Council reserves the right to alter the hours of work from time to time.

### **(h) Conflicts of Interest**

The post holder shall not engage in any gainful occupation, other than as an employee of a local authority, to such an extent as to impair the performance of his or her duties as an employee of a local authority or in any occupation which might conflict with the interests of the local authority or which might be inconsistent with the discharge of his duties as a local authority employee.

## **5. Recruitment Process**

### **A. Application Form**

- Applications must be made on the official application form and all sections of the form must be fully completed.
- **Please do not submit a CV with your application.** Only information contained in the application form will be considered as part of the assessment of a candidate's suitability for the post.
- Applications must be submitted as an e mail attachment in either Word or PDF format only by email to [vacancies@donegalcoco.ie](mailto:vacancies@donegalcoco.ie)

- Applications must be received by the deadline specified on the form.
- Applications that are late, lost or delayed will not be considered unless official evidence showing that the application was sent within the timeframe can be produced.

## **B. Short Listing**

Candidates may be shortlisted for Interview on the basis of:

- i. The information provided on the application form or
- ii. A preliminary interview or
- iii. A Numeracy & Literacy test or
- iv. Any combination of the above

In the event of a short-listing exercise being required, an Expert Panel will convene to examine and assess the application forms against a set of pre-determined criteria, based on the requirements of the job. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

Where it is considered, by reason of the number and standard of applications received, that it would be reasonable not to admit all candidates to the interview, only persons likely to attain at the interview a standard sufficient for selection and recommendation for appointment shall be called for interview.

## **C. Right to Information and Review**

The Council is committed to offering feedback and information to candidates. Any candidate who wishes to do so may request to have a decision or the process reviewed. Any such request must be submitted in writing, stating the grounds of the request and this must be submitted to the Human Resources Department, Three Rivers Centre, Lifford, Co. Donegal within five working days of the date of notification of a relevant decision.

## **D. Confidentiality**

Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strict confidence.

## **E. Other**

Appointments to the Council are subject to satisfactory checks with regard to references, qualifications, medical examinations, and Garda Vetting, as applicable.

## **F. Canvassing Will Disqualify**

Any attempt by a candidate (or by any persons acting on their behalf) to canvass or otherwise influence any officer of the Council (or persons nominated by it to interview or examine applicants) in the candidate's

favour, either directly or indirectly, by means of written communication or otherwise, will automatically disqualify the applicant for consideration for the position.

### **G. General Data Protection Regulation**

Donegal County Council is committed to protecting your personal data and we comply with our obligations under the Data Protection Acts, 1988 – 2018, and the General Data Protection Regulation.

- **Basis for Processing your Personal Information**

The basis for processing your personal data is to process your application for the position you have applied for with Donegal County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

When your application form is received, we create a computer record in your name, which contains much of the personal information you have supplied on your application form. This personal record is used solely in processing your candidature. You are entitled to obtain at any time, a copy of information about you, which is kept on record.

- **Sharing of Information**

Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied for, with a designated shortlisting and/or interview board.

If, following the competition, you are deemed a qualified candidate and offered a position; the information provided in your application form will form part of your Personnel File.

Furthermore, should you be offered a position and subsequently confirm your interest in the position, the information provided on your application form will be used to request service records and employment references.

- **Storage period**

Your application will be retained for two years from the date a panel for this position is formed. Applications that are not progressed to interview stage will be destroyed post competition.

Donegal County Council's Privacy Statement can be assessed at:  
[www.donegalcoco.ie](http://www.donegalcoco.ie)