

Job Description	
Post Type:	Grade III – Clerical Officer
Contract Type:	1 x Permanent Post – Quality Assurance Following completion of interviews, a panel may be formed, the duration of which is at the discretion of the LOETB. 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 LOETB may agree, otherwise, the LOETB may decide not to appoint them.
Reporting to:	The Grade III reports to the CE, the Relevant Director and the Relevant Head of Department
Place of Work:	The area of initial responsibility may change over time in line with the requirements of LOETB
Hours of work:	The Appointee will be required to work 35 hours per week together with such additional hours as may be required from time to time for the proper discharge of their duties.
Salary:	Pre 2011 €34,137 - €49,415 Post 2011 €31,935 - €49,415
Annual Leave:	22 days. Annual Leave will be in accordance with arrangements authorised by the Minister for Further and Higher Education, Research, Innovation and Science from time to time.
Date of issue:	August 2026

Post Summary

The successful applicant will have responsibility, under general direction, for coordinating the efficient day to day work in their functional area within LOETB ensuring that targets and service levels are achieved and that work undertaken or information being given is accurate and in compliance with Legislation, Circular Letters, best practice guidelines and Internal Procedures

- Conduct Internal Verification of QQI learner evidence for FET programmes in centres and services, report on anomalies and outline required corrective action in Internal Verification reports
- Operate P2P for payment of invoices
- Invigilate exams, and report on assessment malpractice as required
- Enter data accurately and efficiently on relevant systems, including PLSS, QBS
- Facilitate Reasonable Accommodation for learners completing assessments
- Deal sensitively with correspondence, telephone enquiries or personal callers on all areas of work covered by the section
- Overall responsibility for the preparation and timely submission of required reports
- Maintain an efficient and effective filing system to ensure any and all data, records or information required by all interested parties including Internal and External Audit is readily available
- Ensure deadlines are met and that service levels are maintained
- Carry out a range of administrative tasks including photocopying, preparing letters/documents/presentations for public circulation, filing, arranging meetings, receipting and balancing payments including cash, handling internal/external mail
- Assist in projects relating to the work of the Section and any other duties as directed by the Relevant Head of Department
- Undertake special/one-off tasks
- Assist in the development of improved working practices in order to achieve improved service delivery
- Participate in all fora/groups in which they are a member or are assigned
- Ensure efficient administration and communication in relation to staff of LOETB to ensure staff have the information they need enabling them to make informed decisions
- Assist with effectively promoting the values of LOETB and establishing a positive working culture and environment for all employees that supports the attainment of LOETB's goals

- Communicate efficiently and build productive working relationships with relevant internal and external stakeholders
- Represent the relevant departments at meetings as required
- Research issues thoroughly, consult appropriately to gather all information needed on an issue
- Carry out lawful orders of the Chief Executive
- Carry out any other duties appropriate to the grade, which may be assigned from time to time.

Competencies required:

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

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 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 & Self Development:

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, 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 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, act with integrity

Selection Criteria

Essential

- Have the requisite knowledge, skills and competencies to carry out the role.
- 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 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 at least 17 years of age on or before the date of advertisement of the recruitment competition.

Desirable

- High level of experience and knowledge of the administrative function.
- An excellent knowledge and skill in the use of ICT. The appointee will be expected to use new technologies as they arise. The appointee is also expected to continue to update his/her knowledge and skills in the area of ICT.
- Very good judgement, problem solving and analytical skills.
- Very good organisational skills and an ability to manage deadlines.
- Ability to generate strong team morale, co-operation and participation.
- Ability to process work with a high level of attention to detail.
- Ability to prepare reports/returns other submissions as may be required from time to time by the ETB, DES, SOLAS, Auditors and other appropriate organisations/bodies.
- Ability to assist in the development and implementation of policies/procedures in the relevant departments.
- Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively.
- Maximises the contribution of the team, providing support and working effectively with others.
- Assists with effectively promoting the values of LOETB and establishes a positive working culture and environment in an organisation undergoing significant organisational and cultural change.
- Upholds high standards of honesty, ethics and integrity.
- Have the requisite knowledge, skills and competencies to carry out the role.
- Fluent in Irish Language – desirable

The above list is not exhaustive and may be varied having regard to the changing needs of the Scheme. Therefore, other responsibilities may be assigned from time to time by the Chief Executive.

Terms & Conditions of Appointment

- The appointment will be subject to the sanction of the Chief Executive.
- The appointment will have a probationary period, details of which will be stipulated in the contract of employment.
- Any offer will be subject to the receipt of two satisfactory references.
- Appointment is to Laois & Offaly ETB as a whole, not to a particular centre. LOETB reserves the right to transfer Officers as the needs of the scheme dictates.
- The person appointed to the post will be required to contribute to the relevant Superannuation Scheme.
- For the purposes of satisfying the requirements as to health it will be necessary for the successful candidate before they are appointed, to undergo at LOETB's expense, a medical examination by a qualified practitioner nominated by LOETB.
- External work may not be undertaken without the prior consent of LOETB

Sick Leave and Special Leave

Sick leave and special leave may be allowed in accordance with the conditions in force for the time being for Officers employed under the Schemes of Education and Training Boards.

Garda Vetting

Laois & Offaly ETB is registered with the National Vetting Unit (NVU) which provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of the Board's recruitment and selection process, offers of employment to all posts will be subject to NVU disclosures, where applicable. LOETB reserves the right to re-vet all staff employed in positions that entail working with children and vulnerable adults at any time during their employment.

Superannuation & 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 at www.singlepensionscheme.gov.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.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is 66 (retirement age is linked to State Pension Age)
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are updated each year by reference to CPI).
- Post retirement pension increases are linked to CPI.

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**

However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

Department of Education Early Retirement Scheme for Teachers Circular 10/2007

The Department of Education introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease.

Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

Exclusions

Candidates should note that persons who have taken part in public service early retirement schemes including the following are not eligible to take part in this competition:

Incentivised Scheme for Early Retirement (ISER): It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the *same employment or the same sector*. Therefore, such retirees may not apply for this position;

Department of Health and Children Circular (7/2010): The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for reemployment in the public health sector or in the wider public service or in a body wholly or mainly funded from public funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. Persons who availed of either of these schemes are not eligible to take part in this competition.

Ill Health Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act, 2009. Please note that from 1 January 2019 PRD will be replaced by an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

Declaration
Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement, including schemes not specifically mentioned above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.