

ETB Legal Services Support Unit (LSSU)

Clerical Officer (Grade III)

Assignment to Education and Training Boards Ireland (ETBI)

6 January 2017

To: HR Managers in each ETB/ETBI

- HR Managers are requested to bring this to the attention of all staff within their organisations. Please note that the closing date is **20 January 2017**.
- Expressions of interest are sought from officers for assignment to the post of **ETB Legal Services Support Unit (LSSU) Clerical Officer (Grade III)**. The assignment, to the role of LSSU Clerical Officer, is a temporary re-assignment for an initial period of 18 months, at which point the Unit's performance will be reviewed.

General Information

- Education and Training Boards (ETBs) are statutory bodies which were established on 1st July 2013 under the Education and Training Boards Act 2013 to replace the Vocational Education Committees (VECs) and to take on an enhanced role in the delivery of training
- The Act created a new structure that better positions the sector to support the evolution of service delivery in schools and in delivering further education and training where ETBs have a strong relationship with SOLAS, the further education and training authority
- There has been a major transformation of the ETB sector as a result of the Education and Training Boards Act 2013. ETBI has played and will continue to play a key role in supporting the ETB sector during this period of change and transformation
- The Department of Education and Skills supports the ETB sector through the ETB/SOLAS Programme Board and its Project Management Office. The ETB/SOLAS Programme Management Office (PMO) manages a range of projects detailed in the ETB/SOLAS Programme Plan aimed at ensuring the structures and systems within the ETB Sector will enable it to deliver on the challenges faced by the Sector over the coming years. The plan includes shared payroll and financial services for the ETB sector
- The ETB Legal Services Support Unit Clerical Officer will report to the LSSU Manager and will work with and support the other members of the Unit in establishing the Unit and in supporting the ETBs in the compliant and effective procurement of legal services
- The successful candidate's headquarters will be at ETBI, Piper's Hill, Kilcullen Road, Naas, Co. Kildare but may be required from time to time to work from other locations

Job Specification

- To carry out the duties of the Legal Services Support Unit (LSSU) Clerical Officer under the supervision and control of the LSSU Manager and the Legal Services Unit Staff Officer
- To assist and support the work of the Unit in implementing the ETB Legal Services Strategy and the ETB Legal Services Framework
- To be responsible for the general administration and administrative efficiency of the Unit
- To process phone and email queries received by the Unit
- To implement a system of recording for all queries received by the LSSU
- To assist with and support the procurement and legal function within the Unit
- To gather, collate and appropriately disseminate information relevant to the work of the Unit
- To prepare and produce statistics/charts/graphs/templates as may be required from time to time
- To prepare documentation and reports as required by the LSSU Manager
- To prepare and issue information to ETBs/DES/OGP as may be required from time to time
- To maintain up to date LSSU content on the ETBI website
- To keep such records, appropriate to the post as may be required by the wider team and management
- To ensure that all enquiries, queries and requests for information received by the Unit are dealt with efficiently and in a timely manner
- To work as part of a moderate sized team of staff
- To perform such other duties, appropriate to the post as may be assigned

As the ETB Legal Services Support Unit is newly established, the roles within the Unit may grow and develop over time. Personnel appointed to the Unit may therefore, be required to vary their work and take on different duties and responsibilities as roles grow and develop.

Please note: The above job specification 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 and to contribute to the development of the post while in office.

Competencies Required for the Role

Clerical Officer Level Competencies

Effective Performance Indicators

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 & 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	Develops and maintains the skills and expertise required to perform in 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

Development	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, acts with integrity

Eligibility

Essential Criteria

The successful candidates will on or before the closing date for the competition have the following:

- Currently be an employee in an ETB/ETBI
- Significant experience in an administrative capacity
- Experience in creating and maintaining good record management processes
- Experience in the preparation of documentation, reports and presentations to a high standard
- Experience in maintaining web content or the ability to quickly develop this skill
- Excellent Microsoft Office skills, particularly Word, Excel and PowerPoint
- Experience in working as part of a team
- Demonstrated ability to prioritise work and to deliver quality work in a timely manner

Desirable Criteria

- Experience of working with or supporting a procurement department/unit
- Experience of working with or supporting a legal department/unit

Conditions of Assignment

1. The successful candidate must be in a position to take up duty without undue delay on assignment to ETBI for a minimum period of 18 months.
2. At the end of the 18-month period, a review of the Unit will take place and a decision will be made based on the review, on whether to continue the operation of the LSSU.
3. At the end of the 18-month period, if the Unit is discontinued, the individual will return to his/her organisation.

4. While on assignment to ETBI, the officer will continue to have access to promotional opportunities in his/her organisation and to other competitions for which s/he is eligible.
5. In the event of the officer's service with ETBI not being satisfactory during the period of assignment, the officer will be returned to his or her organisation.
6. The officer will report to the LSSU Manager and the Legal Services Staff Officer as appropriate.

To Apply

1. Applications must be made by e-mail to **aoife.orourke@etbi.ie** no later than **5.00 p.m. on 20 January 2017** and should comprise the following:
 - a short (no more than 2 pages) cover letter/personal statement outlining why you wish to be considered for the assignment,
 - a comprehensive CV clearly detailing relevant professional experience and achievements to date,
 - a completed Application Questionnaire, and
 - a completed and signed EOI Form (see below).
2. If you do not receive an acknowledgement of receipt of your application within two working days of applying, please contact **Aoife O'Rourke**.
3. If the numbers applying for the position are such that it would not be practical to interview everyone, it may be decided to shortlist candidates and call to interview only those who appear to be the most suitable for the position. It is envisaged that interviews will take place week commencing **30 January 2017**.
4. HR Departments in ETBs will be informed of any member of staff who has applied for an assignment to this role. In addition, the relevant HR Manager will be required to certify that a candidate has worked well in his or her present post, has been satisfactory in general conduct and in respect of sick leave prior to the candidate being offered a position.
5. Selection will be by way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.
6. For additional information about the position, you may contact –

Aoife O'Rourke, aoife.orourke@etbi.ie

ETB Legal Services Support Unit (LSSU) Clerical Officer (Grade III)

Expression of Interest (EOI) Form

Expression of Interest in ETBI Legal Services Support Unit Clerical Officer role from
_____ ETB to ETBI

Section 1 - Details of the post for which Expression of Interest is invited

Post title

**LEGAL SERVICES SUPPORT UNIT
CLERICAL OFFICER**

Description of Role: This role will report to the Legal Service Support Unit Manager. The Unit will also have a project reporting responsibility to a project steering group. The role will support the implementation of the ETB Legal Services Strategy, whilst supporting the work of the Unit and ensuring targets and objectives are reached (see role profile for further detail).

Grade at which post is salaried

Grade III

Section 2 - Personal Details (please complete in Block Capitals)

Name

Current Grade

Title of current post

Date of Appointment

Section 3 - Eligibility Details

Are you currently employed in training functions?	Yes/No	<input type="checkbox"/>
Are you employed in administrative duties?	Yes/No	<input type="checkbox"/>
Are you an Instructor or Tutor delivering courses?	Yes/No	<input type="checkbox"/>
Are you a Teacher or SNA?	Yes/No	<input type="checkbox"/>
Are you employed in any other position within a school setting?	Yes/No	<input type="checkbox"/>

Section 4 - Certification by employee

I certify that the information which I have supplied above is true and correct.

Signature of Employee

Date

[Staff should note that a deadline of 5.00 p.m. on 20 January 2017 has been placed for the receipt of applications \(as outlined above\) via email to the address below:](#)

[Aoife O' Rourke, aoife.orourke@etbi.ie](mailto:aoife.orourke@etbi.ie)

Application Questionnaire

ETB Legal Services Support Unit (LSSU) Clerical Officer (Grade III)

Name

Candidates are reminded that information given may be used to shortlist candidates. In answering the questions below, you should provide clear examples which demonstrate how you have exhibited the experience or skill required. Candidates should use different examples wherever possible. Candidates should pay particular attention to the competencies for the role in selecting appropriate examples.

Please provide examples of relevant work experience in an administrative capacity (50 words max)

Please provide examples demonstrating your experience in creating and maintaining good record management processes (50 words max)

Please provide examples of how you have experience in supporting a procurement and/or legal function (50 words max)