



An tSeirbhís um Cheapacháin Phoiblí
Public Appointments Service



INFORMATION BOOKLET FOR APPLICANTS

PLEASE READ CAREFULLY BEFORE APPLYING

The Public Appointments Service, on behalf of An Garda Síochána, intends to hold a competition for the purpose of recommending a person for appointment to the position of

**Incident Creation Representatives
(Civil Service Clerical Officer Level)**

In

**Garda Information Services Centre (GISC)
Castlebar, Co. Mayo**

Competition ID: 23297103

Closing Date: 3pm on Thursday 17th August 2023

The Public Appointments Service is committed to a policy of equal opportunity.

The Public Appointments Service will run this competition in compliance with the relevant Codes of Practice prepared and published by the Commission for Public Service Appointments (CPSA) and available on www.cpsa.ie

PUBLIC APPOINTMENTS SERVICE, CHAPTER HOUSE
26 – 30 ABBEY STREET UPPER, DUBLIN 1
www.publicjobs.ie

Email: icr2023@publicjobs.ie

Introduction

The Public Appointments Service (PAS) is the centralised recruitment body for the Civil and Public Service. The PAS will undertake the selection and appointment aspects of this competition for Incident Creation Representatives in An Garda Síochána (Civil Service Clerical Officer Level).

An Garda Síochána is the national police service of Ireland. It is a community-based organisation with over 17,000 Gardaí and Garda staff, who serve all sections of the community.

Incident Creation Representatives (ICR)

Vacancies exist in the Garda Information Services Centre (GISC) in Castlebar, Co Mayo. This is a contact centre to which operational members of An Garda Síochána convey information to be inputted directly by operators onto the Garda database (PULSE system).

This role is suited to individuals that have the drive and passion to make a difference to people's lives but who are also able to work in a high-pressured environment where you can sometimes experience high volumes of calls, some of which may be very emotive. Applicants should be able to work well within a team, have fast/accurate keyboard skills and a good standard of English. The Centre operates on a 24/7/365 basis.

It is intended that 'panels' of suitably qualified individuals will be established from which vacancies, should they arise, will be filled.

A Self-Assessment Questionnaire (see appendix 1) has been devised to help you decide if you wish to apply for this position.

The Garda Information Services Centre (GISC) is a contact centre for operational members of An Garda Síochána. This is currently located in Michael Davitt House, Castlebar, Co. Mayo.

The ICR works as part of a team to provide a 24/7/365 telephone support service, taking calls, mainly from Garda members, who convey incident information to be input directly by the ICR on the Garda Database (PULSE). PULSE stands for **P**olice **U**sing **L**eading **S**ystem **E**ffectively.

The work of the ICR requires compliance with policy and procedure in relation to various protocols underpinning the PULSE system. Individuals are required to answer the telephone and elicit information to record/update in an accurate and efficient way in line with policies and procedures.

Overview of the ICR role includes:

- being the point of telephone contact for operational members of the Garda Síochána and on occasion members of the public concerning AGS's Traffic Watch service.
- requiring incident creation/update on PULSE.
- determining and confirming with the operational member the incident category and type.
- creating a comprehensive and accurate incident report by eliciting the relevant information through effective listening and questioning skills.
- delivering a quality, efficient and professional service.
- ensuring that standard processes are adhered to.
- building a strong relationship with other team members to ensure the transfer and communication of knowledge.
- supporting the delivery of an efficient service.
- participating in continuous improvement initiatives in order to improve the service.

Training

If appointed, candidates will be required to successfully complete a training course. This initial formal training is five weeks in duration and will incorporate both a Training Room environment and live calls. Once call-taking duty commences outside the training environment, on-the-job training support is provided, to assist new entrants to settle into their call-taking role. All new recruits are trained to capture data across a range of incidents in an efficient and professional manner.

Working Hours and Shift Allowance

As the GISC operates on 24 hours a day, 365 days a year, basis, a pensionable shift allowance of 25% is payable. An extra payment is also available when rostered to work on a Sunday and Bank/Public Holiday.

During the initial training period (currently 5 weeks), the hours of attendance are standard Civil Service hours, Monday to Friday (with a 10.00 am start on candidates' first day). The 25% shift allowance is not payable during the initial training period; it is payable on commencement of 24/7 shift working. Trainees will not be required to work on any Public Holidays which may fall during the training period.

Main Roster: 10-hour core roster.

The core 10-hour shift pattern incorporates a 10-week roster rotation. During the 10 weeks, teams work 36 weekdays (including Saturdays), at 10 hours per day and 5 Sundays at 8 hours per day. (Shifts cover 24/7/365 and therefore include nights. The pattern is currently: two days from 08.00 to 18.00; the following two days from 14.00 to midnight; and the following two days from 22.00 to 08.00. These are followed by four rest days.)

Before applying for this position, you should consider if 24/7 shift-working is suitable to you, as a non-shift day role, or alternative work pattern is not available in GISC.

Please note that the current shift pattern may be adjusted in the future but will remain on a 24/7/365 basis.

Personal Characteristics and Competencies

The characteristics and competencies identified below are those considered relevant for assignment as Incident Creation Representative

- a strong focus on customer service.
- excellent communication skills, including a clear speaking voice.
- good interpersonal communication skills as well as a good telephone manner.
- ability to communicate clearly and fluently when speaking and in writing.
- an ability to listen and question effectively and appropriately.
- a good working knowledge of computers and good keyboard skills.
- an ability to complete work to a high standard and learn from mistakes.
- understands their own role within the team, making every effort to play their part.
- a confident manner.
- calmness under pressure.
- the ability to handle difficult situations.
- appreciates the urgency and importance of different tasks.
- a co-operative, flexible and patient disposition.
- an attention to detail.

Entry Requirements and Eligibility

In addition to demonstrating the competencies identified for the role, candidates must:

- on or before the closing date of Thursday 17th August 2023 be at least 17 years of age, i.e. have been born on or before 17th August 2006.
- have the requisite knowledge, skills (including the ability to communicate effectively) and
- have the competencies to carry out the role, and
- be capable and competent of fulfilling the role to a high standard, and
- have a good general level of education, and
- fulfil citizenship, health, and character requirements.
- Successful candidates will be required to undergo a hearing test prior to commencing duty. Candidates must be able to give and receive verbal instruction and communicate clearly without impairment.

Health & Character

Candidates must be in good health, capable and competent of carrying out the work assigned to them on a 24/7/365 basis, and they must be of good character. Those under consideration for a position will be required to complete a health and character declaration and a Garda eVetting form. References will be sought. Some posts will also require special security clearance.

The Application and Selection Process

The Public Appointments Service (PAS) is the centralised independent recruitment provider for the Civil and Public Service. It will manage the application process and conduct the selection process for Stages 1, 2 and 3 of this competition. An Garda Síochána will conduct the latter stages.

Practical Matters

- Applications should be made online through www.publicjobs.ie.
- To apply, applicants must have a “User Account” on www.publicjobs.ie. If you have not already done so, you must click Register on the publicjobs.ie homepage and Register as a new user to create your Profile (register a New Account).
- If you cannot remember your profile details, please do not create a second profile as this could invalidate your application. Please refer to username/password instructions below.
- **Applicants should not confuse registering (creating a publicjobs Profile) with submitting an application. Once you have created a Profile you must then access the application form, complete, and submit it. Only then will you have applied for the role.**

Username/Password issues

If you have forgotten your username or password, please click on the following link:

<https://www.publicjobs.ie/applicantportal/home/forgottenDetails.do>

How to contact the PAS?

If you continue to have username or password difficulties, please email the PAS at icr2023@publicjobs.ie outlining your issue and giving your name and contact details including a telephone number where you can be reached.

Applicants should note that support will only be available by email during office hours until the closing date.

- It is important that you keep note of your username and password as you will need this information to access your publicjobs Messageboard.
- Applicants must use a valid email address. Email addresses from third parties will not be accepted and may invalidate your application. The PAS will only communicate application information with the applicant and not with any third party.
- It is strongly recommended that you do not change your name, email address or mobile phone number during the course of this competition.
- At this point you should consider adding *publicjobs.ie* to your safe senders or contact list within your email account to avoid not receiving an email because a *publicjobs.ie* email has been blocked. You should also consider opting in for **free SMS text alerts** on your publicjobs profile so you will be informed should you receive a message to your publicjobs messageboard.

- Interaction with candidates during the selection process will primarily be conducted online. The PAS will send most communication through your publicjobs Messageboard. Check your Messageboard on a regular basis as email notifications of updates/tests issued may sometimes be filtered into your junk/spam email folders (or 'Promotions' in the case of Gmail). You are also advised to check all these folders regularly.
- The PAS accepts no responsibility for communication not accessed or received by an applicant. They must ensure that they regularly check their Messageboard and access all communications from the PAS.
- If invited to the tests and/or interview, the onus is on each applicant to make themselves available on the date(s) specified by the PAS. If you do not attend on the specified date/time you may be deemed withdrawn from the competition.
- Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.
- An Unreasonable Conduct Policy is in operation in PAS. Information on the policy can be found on our [website](#).

How to Apply

Click the button 'Apply now' to access the application form. This button is located at the end of the job advertisement page for the position(s) on www.publicjobs.ie. You will find this by using the 'keywords' option on the publicjobs home screen and searching for all or part of the job title. You must complete the application form in full and click the submit button.

Only fully completed and submitted applications will be accepted into the competition. Candidates should note that the information they supply will play a central part in their Interview. It is suggested that once complete that you review your application form for typos and errors and ensure it is of a high standard. The interview board has no prior knowledge of your career or academic history therefore the onus is on you to include all relevant information. Any information you include may be discussed in more depth at interview.

Once you have submitted your application form you should return to your publicjobs account and confirm that it has been successfully submitted via '**My Applications**'. At this point you should consider adding *publicjobs.ie* to your safe senders or contact list within your email account to avoid not receiving email because a *publicjobs* e-mail has been blocked.

Closing Date

The closing date for receipt of completed applications is **3pm on Thursday 17th August 2023.**

Applications will not be accepted after the closing date. Only one application per person is permitted.

It is suggested that you apply well in advance of the closing date in case you experience any difficulties.

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your Junk/ Spam folders. It is also recommended that you return to your publicjobs account and confirm that it has been successfully submitted via **'My Applications'**. Any other queries regarding your application form should be emailed to icr2023@publicjobs.ie. Candidates should note that support will be available by email only, during office hours.

The admission of a person to the competition, or invitation to undertake any element of the selection process, is not to be taken as implying that the PAS or the Garda Síochána is satisfied that such a person fulfils the essential requirements.

Applicants who require Reasonable Accommodations

Applicants who have indicated on their application form that they would like to avail of reasonable accommodations will be asked to submit a psychologist's/medical report. The purpose of the report is to provide the PAS with information to act as a basis for determining reasonable accommodations, where appropriate. Candidates should carefully consider whether a 24/7/365 call-taking environment is suited to their needs in the longer-term.

Reports must be emailed to Assessment Service Unit in the PAS at asu@publicjobs.ie by close of business on the closing date of **Thursday, 17th August 2023 at the latest**.

If you have previously applied for a competition with the PAS and submitted a report, please email asu@publicjobs.ie to confirm that your report is still on file.

Selection Process

Candidates will be required to take tests which are designed to identify their potential to fulfil the duties of these positions. More detailed information in relation to the selection methods and confirmed dates will be made available to candidates as they progress through the process.

The selection process will comprise a number of stages. These may include one or more of the following:

- Online assessment test(s);
- Supervised assessment test(s)
- A competitive interview
- A medical assessment; including a hearing test
- Any other tests or exercises that may be deemed appropriate.

Applicants must successfully compete and be placed highest to be considered for advancement to the next stage of the selection process. The number to be called forward will be determined from time to time by PAS.

Prior to recommending any candidate for appointment, all such enquiries as are deemed necessary by PAS to determine the suitability of that candidate, will be carried out. In addition to the usual reference and other post-interview checks, candidates for these positions will be required to undergo a hearing test and will be subject to security clearance.

Job Preview Self-Assessment Questionnaire

A realistic job preview questionnaire is included in this booklet (see Appendix A) which you should consider before making an application. This is not a part of the selection process but rather is for your own use to assist you in deciding if a career as a Call Centre Operator in An Garda Síochána is right for you.

Online Assessments

Information on each selection stage will be made available at the appropriate time to candidates being invited to that particular stage of the process. No other special preparation is required, and past papers are not available.

The PAS has no function or involvement in the provision of, and does not endorse, any preparation courses relating to the selection process.

To facilitate candidates' availability and circumstances, the initial stage of the selection process will be conducted online, later stages may require attendance at a test/interview venue. The initial online assessment will be unsupervised, and candidates may take them in a venue of their choice, wherever they have access to a computer and a reliable internet connection.

It is important to note that taking these assessments within a secure IT network e.g. a network such as your work or college which may have firewalls or other security technology in place may cause you technical difficulties. You should consider taking your assessments in an environment where access to the internet is not restricted to the same level. **The onus is on you to ensure that you have full internet access to complete the assessment.** You should ensure that you can complete the assessment in a quiet environment where you can concentrate without being disturbed for the duration of the assessment. It is advised to take the questionnaire on a PC or Laptop. We recommend that candidates do not attempt to take the test on smart phone, mobile or tablet device.

It is important to note that the email address you provide when applying must be one that you can access at all times. Candidates will be given specific time windows in which to complete the assessments. A link to the actual online assessment test will be sent to candidates' messageboards on publicjobs.ie in advance of the test-taking window. Candidates who have not completed the online test before the deadline will be deemed to be no longer interested in this competition and their application will receive no further consideration.

IMPORTANT

You must attend for all stages of the selection process when invited. If you do not attend at the time and date specified, your application will no longer be considered.

If you are successful through to the final stage of the selection process and are assigned, you must be available to take up the post as offered. If you are not available, your application will receive no further consideration.

Important Dates (Subject to change)

Stages		
Stage 1 – Online Assessments	September	All candidates who successfully submit an application form will be invited to complete this stage.
Stage 2– Interviews	October	Initially candidates placed highest on the OOM following completion of Stage 1 will be invited to complete Stage 2

Additional candidates may be invited to Stage 2 during the lifetime of this campaign should further vacancies arise.

Eligibility to Compete and Certain Restrictions on Eligibility

Citizenship Requirements

Eligible Candidates must be:

- A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway; or
- A citizen of the United Kingdom (UK); or
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa: or
- A person awarded international protection under the International Protection Act 2015, or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa: or
- A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

To qualify candidates must be eligible by the date of any job offer.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility)

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 re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Incentivised Scheme for Early Retirement (ISER)

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

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. 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.

Principal Conditions of Service

General

The appointment is to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Please note: Appointments that occur pre-commencement of the Policing Security & Community Safety Act will be Civil Service grades with Civil Service terms and conditions. Appointments that occur post-commencement of the Act will be to the Public Service to a grade with terms and conditions no less favourable than the equivalent Civil Service grade.

Salary

The Salary Scale for the position is as follows: (rates effective from 1st March 2023):

Personal Pension Contribution (PPC)

€519.96 €552.66 €560.96 €577.18 €601.09 €624.97 €648.84 €666.22 €685.91 €708.79
€724.90 €747.54 €770.05 €805.17 €832.78(LS11) €845.43(LS12)

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3(LS11) and 6(LS12) years satisfactory service at the maximum of the scale.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance increments may be payable in line with current Government Policy.

Payment will be made weekly/fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Tenure and Probation

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of twelve months from the date specified in the contract. During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you –

- (i) Have performed in a satisfactory manner,
- (ii) Have been satisfactory in general conduct, and
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956–2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The details of the probationary process will be explained to you by An Garda Síochána and you will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended, and your probation period suspended.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation.
- Probation may be suspended in cases such as absence due to a non-recurring illness, and
- Any other statutory provision providing that probation shall -
 - (i) stand suspended during an employee's absence from work, and
 - (ii) be completed by the employee on the employees return from work after such absence.

Where probation is suspended, the employer should notify the employee of the circumstances relating to the suspension.

All appointees will serve a one-year probationary period. If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

Unfair Dismissals Acts 1977-2015

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

The Organisation of Working Time Act

The terms of the Organisation of Working Time Act 1997 will apply, where appropriate, to this employment.

Headquarters

Headquarters will be such as may be designated from time to time by the Head of the Department/organisation. When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

Duties

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict with his/her role.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours 15 minutes gross per week or 35 hours net per week. Where extra attendance is necessary, overtime payments, or time off in lieu, may be allowed in accordance with the Civil Service overtime regulations.

Annual Leave

The Annual Leave allowance is 22 days rising to 23 days after 5 years' service and to 24 days after 10 years' service, 25 after 12 years' service and 26 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to An Garda Síochána. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil 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 the same as the age of eligibility for the State Pension, currently 66.
- 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 up-rated 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 and Skills Early Retirement Scheme for Teachers Circular 102/2007**
The Department of Education and Skills 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).
- **Ill-Health-Retirement**
Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Appointment post ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post ill-health retirement from Public Service

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to PAS.

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 Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. Note: ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website - www.singlepensionscheme.gov.ie.

Secrecy, Confidentiality and Standards of Behaviour: Official Secrecy and Integrity

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Ethics in Public Office Acts

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Prior approval of publications

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

Political Activity

During the term of employment, the officer will be subject to the rules governing public servants and politics.

All circulars are available on the website www.circulars.gov.ie or from the Personnel Section.

Please Note

As an **Employer of Choice**, the Civil Service has many flexible and family friendly policies e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a 'blended' basis) etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

Important Notice

Please note: Appointments that occur pre-commencement of the Policing Security & Community Safety Act will be Civil Service grades with Civil Service terms and conditions. Appointments that occur post-commencement of the Act will be to the Public Service to a grade with terms and conditions no less favourable than the equivalent Civil Service grade.

The foregoing represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

In applying for the above position, you are taken to consent to the above conditions.

General Information

Appointments from Panels

It is envisaged that a panel of qualified individuals will be established from which vacancies may be filled. If a candidate is offered and accepts a position, they must be available to take up that position within a reasonable time frame. Qualification and placement on a panel is not a guarantee of appointment to a position. Please note that once an offer of appointment has been accepted a candidate will be removed from the panel and no further offers of appointment will be made.

Declining an offer of appointment

Should the person recommended for appointment decline, or having accepted it, relinquish it, PAS or the employing organisation may at its discretion, select and recommend another person for appointment on the results of this selection process.

Deeming of candidature to be withdrawn

Candidates who do not undertake any stages of the selection process as requested, attend for interview or other test when and where required by the PAS or who do not, when requested, furnish such evidence as the PAS require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Reschedule Requests

Candidates are only permitted to reschedule **once** for Stage 2 Interview. Requests must be emailed to icr2023@publicjobs.ie within the booking window as specified in the invitation message and will only be considered under exceptional circumstances as deemed acceptable by PAS (e.g. Bereavement/Illness). Please note that PAS may request supporting documentation as evidence.

Candidates who attend a rescheduled interview and are deemed successful, will be panelled with the batch they are interviewed in. Candidates will not be re-inserted into their original batch.

Specific candidate criteria

In addition to fulfilling the eligibility criteria set out, candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of health & character.
- Be suitable in all other relevant respects for appointment to the post concerned.
- If successful, they will not be appointed to the post unless they:
 - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be performed; and
 - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Non-Refund of Expenses

Any expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded.

Confidentiality

Subject to the provisions of the Freedom of Information Acts 2014, the Data Protection Acts 2018, and any security clearance and/or enquiries, all aspects of the proceedings, to the extent that they are managed by the PAS or employing organisation, are treated in strict confidence, and are not disclosed to anyone outside those directly involved in the selection process.

Quality Customer Service

PAS aims to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it if appropriate.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data in line with our GDPR obligations.

If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the Public Appointments Service are set out on the Data Protection page of www.publicjobs.ie. 12

Protected Disclosures

The PAS Protected Disclosures Policy (including Reporting Options for all those covered by the Policy) is available at:

https://www.publicjobs.ie/documents/Public_Appointments_Service_Protected_Disclosures_Policy_2023.pdf

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on request. Feedback and rechecks may be requested for up to six months after completion of each stage of the competition. However, please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Candidates' Obligations:

Candidates must not:

- knowingly or recklessly provide false information.
- canvass any person with or without inducements.
- personate a candidate at any stage of the process.
- interfere with or compromise the process in any way.

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the test material, e.g. through social media or any other means, may result in you being disqualified from the competition.

A third party must not personate a candidate at any stage of the process. Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the appointments process.

Contravention of the Code of Practice

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process.
- has been appointed to a post following the recruitment process, they will be removed from that post.

Review Procedures

Please [CLICK HERE](#) for further information on Review Procedures.

Confidentiality of Information and Materials

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g., through social media or any other means, may result in you being disqualified from the competition. Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions, or answer options), associated materials and/or interview related information may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

Use of Recording Equipment

PAS does not allow the unsanctioned use of any type of recording on its premises or any location where assessments/tests/interviews, etc. take place, e.g., video interviews, teleconference. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and candidates/clients and the integrity of our assessment material and assessment processes. Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

Candidates should note that canvassing will disqualify.

Appendix 1 - Self-Assessment Questionnaire

Incident Creation Representative Job Preview - Is this for me?

- The following questionnaire may help you to decide if this role is for you.
- The questions are not scored and are not to be returned to the Public Appointments Service. It is for your own information only.
- It is important that you answer each question honestly. If you answer 'No' to a number of questions you may want to reconsider if this is the role for you.

Question No.	Question	Yes or No
1.	I am capable of listening carefully to what people are saying.	
2.	I like to be accurate in the work that I do.	
3.	I take my work seriously.	
4.	I am happy to liaise with members of An Garda Síochána	
5.	I can have empathy with people in difficult circumstances.	
6.	I am able to question people to find out more information.	
7.	I stay calm and composed, even when things are tough.	
8.	I enjoy working as part of a team.	
9.	I am comfortable with people relying on me to do a good job.	
10.	I am able to deal with people in difficult situations.	
11.	I can be assertive and confident in dealing with people.	
12.	I am willing to work on a shift basis covering a 24-hour day, 365 days a year, including night duty.	
13.	I have no underlying health issues which would prohibit me from working shifts covering a 24-hour day, 365 days a year, including night duty.	
14.	I am prepared to take a hearing test prior to commencing duty.	
15.	I would enjoy a role that involves wearing a headset and answering calls.	
16.	I am able to focus and multi-task.	
17.	I understand the importance of adhering to procedures and schedules.	
18.	I would enjoy helping team members to develop skills and gain understanding.	
19.	I can relate to people from all backgrounds and cultures.	

Appendix 2**IMPORTANT INFORMATION
Terms and Conditions**

Your attention is drawn to this important information. By submitting an application, accessing or attempting any assessment / test materials you are agreeing to be bound by the terms set out below:

All test and assessment materials are subject to copyright and all rights are reserved. No part of the tests/ assessment materials (including any text, questions and/or potential answer options) or associated materials (including practice and/ or familiarisation materials) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, printing, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person(s) who contravenes this provision, whether an applicant or other, or who assists another person(s) in contravening this provision, is liable to prosecution and/ or civil suit for loss of copyright and intellectual property.

Note the Commission for Public Service Appointment's Code of Practice for Appointment to Positions in the Civil and Public Service. In particular, please note Section 4 – Responsibility of Candidates (see below).

A third party must not personate a candidate at any stage of the process.

Penalties for failure to comply.

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine and/or imprisonment.

If a person found guilty of such an offence was or is a candidate in a recruitment process, then:

- Where s/he has not been appointed to a post, s/he will be disqualified as a candidate.
- Where s/he has been appointed subsequent to the recruitment process in question, s/he shall forfeit that appointment.

The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that the Public Appointments Service are satisfied that such a person fulfils the essential requirements.

Appendix 3

Clerical Officer Level Competencies

Effective Performance Indicators

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 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 Development	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
	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