



# DATA & TECHNOLOGY

INFORMATION-LED POLICING

WE ARE HIRING



An Garda Síochána  
Ag Coinneáil Daoine Sábháilte - Keeping People Safe

Staffline

Open Competition for Appointment to the position of

# Incident Creation Representative (Clerical Officer Level)

Castlebar, Co. Mayo

An Garda Síochána

REFERENCE AGSICR/0526

Closing Date: 3:00 PM Friday 12<sup>th</sup> June 2026

An Garda Síochána is an equal opportunities employer.

This competition will be run in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA) – available on [www.cpsa.ie](http://www.cpsa.ie)

**IT'S A JOB**

**WORTH DOING.**

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# Section 1

## An Overview of An Garda Síochána

An Garda Síochána is the national police and security service of Ireland, comprised of approximately 14,300 Garda Members, 3,600 Garda Staff and 300 Garda Reserves. An Garda Síochána is a community focused organisation with a mission of 'Keeping People Safe'. With a dual role and responsibility for the provision of policing services, and protecting the security of the State, An Garda Síochána is committed to delivering a responsive, effective and efficient service, that meet the needs of our communities.

The organisation was established over 100 years ago at the inception of the state, and has a proud history of delivering community policing. In order to build upon this strong foundation, An Garda Síochána must continue to evolve, responding as a modern police and security service to the changing face of crime, vulnerability, population and citizen expectation.

An Garda Síochána is charged with delivering on the key commitments made within the Programme for Government. In support of such, the organisation is growing at scale, with the effective use of Garda resources and capabilities as a key focus area.

An Garda Síochána has delivered on a significant organisational transformation programme including the introduction of cutting-edge technology, new methods of working and the biggest change to its structure in its history.

The introduction of a Garda Board is supporting the organisation in becoming more agile and adaptive, while a new Policing and Community Safety Authority is supporting the effective provision and continuous improvement of policing services. These developments and more mean it is a particularly exciting time to join An Garda Síochána and the organisation is determined to recruit the best talent to help deliver its ambitious programme of work.





# Section 1

## Overview of Garda Information Services Centre (GISC)

GISC is a contact centre for operational members of An Garda Síochána.

The AGS Information & Technology Vision outlines that the role of GISC is to support Information Led Policing through the implementation of a Data Ecosystem wherein GISC supports the collection of Raw Data and plays a critical role in ensuring the quality of data collected from Garda members. The goal of the data ecosystem is to create the technical conditions for information-led policing.

After an incident, Gardaí contact GISC on mobile devices instead of returning to their station to record the case details. They give the details to trained Garda staff who enter the details on the PULSE system. GISC also has responsibility for the quality of incident data and works closely with Garda members and external stakeholders to promote good data quality practice.

The GISC objectives are to; Increase Garda visibility, Reduce Garda administrative workload, and Improve the data quality on PULSE.



# Section 2

# Job Description



**This role operates on a 24/7/365 basis. The position requires attendance on a roster shift pattern including nights, weekends and public holidays.**

## Overview

Garda Information Services Centre (GISC) is a contact centre to which operational members of An Garda Síochána convey information to be input directly by operators onto the Garda database (PULSE system). PULSE stands for Police Using Leading System Effectively.

We are looking for individuals who have the drive and passion to make a difference in people's lives and can work in a high-pressurised environment as an Incident Creation Representative (ICR). The ICR works as part of a team to provide a 24/7/365 telephone support service, taking calls, eliciting information to record/update accurately and efficiently. The role involves the handling of a high volume of calls, some of which may be sensitive or emotionally challenging. The work of the ICR requires strict adherence to established policies, procedures and protocols which underpin the PULSE system.

## Overview of the ICR role includes:

- Acting as the point of telephone contact for operational members of the Garda Síochána 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 relevant information through effective listening and questioning skills.
- Delivering a quality, efficient and professional telephone support service.
- Processing calls in accordance with established procedures and quality standards.
- Participate in the audit of calls and receive constructive feedback on personal performance.
- Undertaking training programmes as required and maintaining a high personal standard of practical and technical expertise,
- Ensuring full compliance with standard operating procedures.
- Building strong working relationships with colleagues to support teamwork and knowledge sharing.
- Participating in continuous improvement initiatives to enhance service quality and efficiency.



# Section 3

# Person Specification

## **Essential: Professional Qualifications, Experience, Requirements, Skills**

It is required that on or before the closing date of the competition, candidates must have:

A. At least a Grade D (or a pass) in higher or ordinary level in 5 subjects in the Leaving Certificate, or a qualification of equivalent/higher standard on the National Qualification Framework (NQF)

OR

B. At least one year's demonstrable experience in an office administration or contact centre role.

Candidates must also have:

- Computing skills, including the use of databases and Microsoft Office packages (e.g. Word, Excel, and Outlook).

### **Requirements, Skills:**

- Managing challenging and emotional conversations while remaining composed in high-pressured work situations.
- Working independently and as part of a team.
- Updating information efficiently and accurately onto a database.

### **Entry Requirements and Eligibility**

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

- On or before the closing date, be at least 17 years of age.
- Successful candidates will be required to undergo a hearing test prior to commencing duty (see page 21, section 6 for further details).
- Candidates must be able to give and receive verbal instruction and communicate clearly without impairment.



# Section 3

# Person Specification

## Key Skills/Competencies for effective performance for Clerical Officer grades

### 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 their 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.



# Section 3

# Person Specification

## 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.

**Candidates should note that admission to the competition does not imply that they meet the eligibility criteria. Therefore, candidates should satisfy themselves that they meet the eligibility criteria for this competition**



# Section 4

# Eligibility to Apply

## Eligibility to apply and certain restrictions on eligibility

### Citizenship Requirements

Eligible candidates must be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who has a stamp 4\* or a Stamp 5 permission.

*\*Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.*

**To qualify candidates must be eligible by the date of any job offer. It is the candidates responsibility to maintain eligibility.**

### Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation 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, Infrastructure, Public Service Reform and Digitalisation 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).

### 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.



# Section 4

# Eligibility to Apply

## **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 apply 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).

## **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.

## **Employer of Choice**

As an Employer of Choice, An Garda Síochána has many flexible and family friendly policies e.g. Work-sharing, Shorter Working Year and a Blended Working Policy. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.



# Section 5

## Principal Conditions of Service

### General

The appointment is to a permanent post in An Garda Síochána and is subject to the Policing, Security and Community Safety Act 2024, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to An Garda Síochána.

Please note appointments from within An Garda Síochána for staff employed pre-commencement of the Policing Security & Community Safety Act will be to a Civil Service grade with Civil Service terms and conditions, insofar as applicable.

### Salary Scale

The Clerical Officer salary scale will apply to this position.

The PPC (Personal Pension Contribution) salary scale (weekly) for this position, with effect from 1st February 2026, is as follows:

#### Clerical Officer Salary Scale

€605.69 - €639.04 - €647.53 - €664.05 - €688.44 - €712.80 - €737.14 - €754.87 - €774.99 - €798.31 - €814.74 - €837.85 - €860.81 - €896.63 - €924.78<sup>1</sup> - €949.31<sup>2</sup>

<sup>1</sup>Long Service increment (LSI 1) may be payable following 3 years' satisfactory service at the maximum of scale.

<sup>2</sup>Long Service increment (LSI 2) may be payable following 6 years' satisfactory service at the maximum of scale.

### Personal Pension Contribution

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.

Candidates should note that entry will be at the minimum of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded annually, subject to satisfactory performance.



# Section 5

## Principal Conditions of Service

### Important Note

Different terms and conditions may apply, if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant.

Payment will be made weekly in arrears by Electronic Fund Transfer (EFT) into a bank account of an employee's choice. Payment cannot be made until a bank account number and bank sort code has been supplied to the HR Directorate, Athlumney House, Johnstown, Navan, Co Meath C15 ND62. Statutory deductions from salary will be made as appropriate.

Upon appointment, you will agree that any overpayment of salary, allowances, or expenses will be repaid by you subject to An Garda Síochána's Management of Overpayments Policy.

### Location

Garda Information Services Centre (GISC), Castlebar, Co. Mayo, F23D303.

### Tenure and Probation

The appointment is to a permanent position on a probationary contract in An Garda Síochána. The probationary contract will be for a period of one year from the date specified on the contract. During the period of your probation, your performance will be subject to review by your line manager(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 your probation, a decision will be made as to whether or not you will be retained, subject to An Garda Síochána's Probation Policy. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you and you will be given a copy of An Garda Síochána Policy on probation.

Notwithstanding the preceding paragraphs in this section, your probation 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 probation period may be extended:

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.



# Section 5

## Principal Conditions of Service

- 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.
- 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 employee's return from work after such absence.
- Where probation is suspended, An Garda Síochána will notify you 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, a serving member of Garda staff in An Garda Síochána immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an employee will return to a vacancy in their former grade.

### Hours of attendance

Candidates should be aware that this role involves working on a 10 or 12-hour shift pattern and roster operating on a 24-hour basis, 7 days a week 365 days a year. The hours of attendance are to follow either a 10 hour or 12-hour roster shift pattern, depending on operational requirements. Staff appointed to the role of ICR undertake to work public and Bank holidays as part of their normal rosters which attracts a shift allowance of 25% of the basic salary of the clerical officer assigned once working the 24x7x365 roster. In addition, a Sunday premium is paid. Staff will also be paid an additional day's pay in respect of public holidays in lieu of the time off.

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.)

For the 12-hour shift pattern, work will be scheduled as a month of day shifts followed by a month of night shifts. This pattern would continue to alternate each month. A typical month would see you working 14 shifts in the month and having 14 days off.

### Important Note:

Applicants should give careful consideration to their own health and welfare, their family and domestic circumstances before applying for this position. Only candidates who are willing to work on a shift pattern basis should apply for this role as a non-shift day role 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.

Where extra attendance is necessary, overtime payments, or time off in lieu, may be allowed in accordance with the Public Service overtime regulations.



# Section 5

## Principal Conditions of Service

### **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 rates to be advised per the Garda Staff Handbook.

### **Duties**

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The employee 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 their role.

### **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 leave will apply in accordance with the provisions of An Garda Síochána Sick Leave Policy. Where an employee is eligible for Illness Benefit (IB), they must comply with the procedures for claiming IB from the Department of Social Protection and must confirm that they have mandated the IB payment directly to An Garda Síochána. Failure to do so may result in an overpayment.

### **Superannuation and Retirement**

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



# Section 5

## Principal Conditions of Service

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 their 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 An Garda Síochána 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.



# Section 5

## Principal Conditions of Service

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 Chief Medical Officer'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 to be aware of the following:

- If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
- 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 it.
- 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:**

Where an individual has retired from a Public Service body their ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.

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.

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](#).



# Section 5

## Principal Conditions of Service

### **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 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](http://www.singlepensionscheme.gov.ie)

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

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

### **An Garda Síochána Code of Standards and Behaviour**

The appointee will be subject to An Garda Síochána Code of Standards and Behaviour.

Please note appointments from within An Garda Síochána for staff employed pre-commencement of the Policing, Security & Community Safety Act will be to a Civil Service grade with Civil Service terms and conditions

**The Code of Ethics for An Garda Síochána** sets out nine standards of conduct and practice for everyone in An Garda Síochána, each with a number of commitments.

Candidates should note that, should they be deemed successful in the competition, they will be required to sign a declaration to affirm their commitment to the Code of Ethics and will declare that they have read and understand the Code of Ethics of An Garda Síochána, and will adhere to the standards set out therein.



# Section 5

## Principal Conditions of Service

### **Prior approval of publications**

An appointed member of Garda staff will agree not to publish material related to their official duties without prior approval by the appropriate authorised member of Garda staff.

### **Political Activity**

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

#### **IMPORTANT NOTICE**

**The above 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(s).**



# Section 6

## Application and Selection Process

### How to Apply

Application forms are available to complete at <https://staffline.getgotjobs.ie/home>

All sections of the application form must be fully completed and submitted no later than the closing time and date.

### Closing Date

The closing date for receipt of applications is: **3:00 PM Friday 12<sup>th</sup> June, 2026**

***Applications will not be accepted after the closing time and date.***

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

The admission of a person to the competition, or invitation to undertake any element of the selection process, or a successful result letter, is not to be taken as implying that An Garda Síochána/Staffline Recruitment Ireland is satisfied that such a person fulfils the essential requirements.

### Candidates who wish to avail of Reasonable Accommodations

Candidates who wish to avail of reasonable accommodations are asked to submit a medical report. The purpose of the report is to act as a basis for determining reasonable accommodations where appropriate. These reports must be forwarded to [AGS@stafflinerecruit.com](mailto:AGS@stafflinerecruit.com)

### Selection Process

The selection process will be conducted in accordance with The Code of Practice for Appointments to positions in the Civil Service and Public Service issued by the Commission for Public Service Appointments and may include some, or all of the following:

- Online and/or paper-based assessments.
- Short listing on submitted Application Forms.
- Video Interview.
- Preliminary Interview.
- Presentation.
- Final competency based, competitive interview.
- Work sample test or any other tests or exercises that may be deemed appropriate.



# Section 6

## Application and Selection Process

Applicants must successfully apply and be placed highest, in order to be considered for advancement to the next stage of the selection process.

Failure by a candidate to access or read a message sent to their e-mail address does not constitute a basis to seek to postpone or reschedule a component of the selection process, to seek a review of a decision or action in relation to your application, or otherwise be considered in the context of this competition.

### **Non-Refund of expenses**

Candidates should note that the provisions of Circular 6/89, Removal Expenses, will not apply to any offers of appointments arising from this competition. Additionally, any expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded.

### **Communication**

Candidates should note that all communications relating to this competition, including the provision of results, will issue by way of email only. Candidates should ensure that a valid email address and contact details are provided on the application form and should check that email address on a regular basis.

### **Shortlisting**

The number of applications received for a position generally exceeds that required to fill existing and future vacancies for the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, An Garda Síochána/Staffline Recruitment Ireland may decide that a smaller number will be called to the next stage of the selection process.

In this respect, An Garda Síochána/Staffline Recruitment Ireland provide for the employment of a shortlisting process to select a group who appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, appear to be better qualified and/or have more relevant experience.

The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is, therefore, in your own interest to provide a detailed and accurate account of your qualifications/experience in your application.



# Section 6

## Application and Selection Process

### **Reschedule Requests**

Reschedule requests will only be considered under exceptional circumstances as deemed acceptable by An Garda Síochána/Staffline Recruitment Ireland (e.g. Bereavement/Illness). Please note that An Garda Síochána/Staffline Recruitment Ireland may request supporting documentation as evidence.

### **Vetting & Security Clearance**

You will be required to complete a stringent An Garda Síochána vetting process should you come under consideration for appointment. It is a very in-depth process and can take on average 8-12 weeks to complete. You cannot be appointed without clearing this vetting process.



# Section 7

## Important Candidate Information

### General Information

An Garda Síochána/Staffline Recruitment Ireland will not be responsible for refunding any expenses incurred by candidates. Posts will be offered in sequence to those candidates who finish highest in the overall order of merit drawn up following the interviews, i.e. the highest ranking candidates will, in turn, be offered a post. The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that An Garda Síochána is satisfied that such a person fulfils the requirements.

Prior to recommending any candidate for appointment to this position An Garda Síochána/Staffline Recruitment Ireland will make all such enquiries that are deemed necessary e.g. health, character, employer references, security checks including vetting, or any other enquiries as are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

### 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 and 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;
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### Appointments from panels

A panel will be established from which an appointment will be made and from which future vacancies may be filled. 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.

The panel will expire two years from its establishment, unless otherwise extended, or when it has been exhausted, whichever is sooner. Candidates not appointed at the expiry of the panel will have no claim to appointment thereafter because of having been on the panel.



# Section 7

## Important Candidate Information

### References

Should you come under consideration for a position, 2 references will be sought. We will require a reference from your current employer and ideally another previous employer. A statement of employment is not sufficient and will not be accepted as an employer reference. Your current employer will only be contacted with your consent. The references should provide relatively recent information on your performance and behaviour in a work context.

### Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required or who do not, when requested, furnish such evidence as required in regard to any matter relevant to their candidature, will have no further claim to consideration.

### Declining an offer of appointment

Should the person recommended for appointment decline, or having accepted it, relinquish it, An Garda Síochána HR/Staffline Recruitment Ireland may at its discretion, offer the position to the next candidate on the panel.

### Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

### Use of Recording Equipment

An Garda Síochána does not allow the unsanctioned use of any type of recording equipment. 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 customers 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.



# Section 7

## Important Candidate Information

### Code of Practice

The Commission for Public Service Appointments (CPSA) Code of Practice Appointment to Positions in the Civil Service and Public Service applies to this competition and is available to view at [www.cpsa.ie](http://www.cpsa.ie). The CPSA Code of Practice outlines the procedures whereby a candidate may seek a review regarding a decision taken in relation to their application or in relation to allegations of a breach of the Code of Practice.

Requests for a review should be submitted in writing to [Strategic.Recruitment@garda.ie](mailto:Strategic.Recruitment@garda.ie) clearly setting out the grounds for review and specifying the relevant section of the Code.

Please note that the role of the formal reviewer is not to reassess or remark the candidate, but rather to establish, on foot of the available information, whether they consider:

- The procedures set out for the selection process were followed correctly;
- The original decision was made on the basis of correct and full information;
- The original decision was made appropriately.

A candidate who is simply seeking clarification on the basis for the decision reached about their candidature should obtain this feedback from the office holder in charge of the recruitment process.

**They do not need to invoke any of the procedures referred to above.**

In accordance with the principles of the above Code of Practice, An Garda Síochána and Staffline Recruitment Ireland are committed to providing clear, specific and meaningful feedback to candidates. In this regard, written feedback will be provided to candidates. This will consist of the candidate's marks from the competition and comments from the interview board on the candidate's performance, as appropriate.

### 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. Where a candidate has been appointed to a post following the recruitment process, they will be removed from that post.



# Section 7

## Important Candidate Information

### Requests for Feedback

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback. 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. It is not necessary for a candidate to compile a detailed case prior to invoking the appeals mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback.

### General Data Protection Regulation (GDPR) and Data Protection Act 2018

Personal data provided by candidates shall only be processed for the purposes specified in this document, and within a clearly defined lawful basis under the (EU) General Data Protection Regulation (GDPR) ((EU)2016/679) and the Data Protection Acts 1988/2018.

All necessary measures will be put in place to ensure personal data is kept safe and secure, and only relevant personal data will be processed. Personal data will be retained for no longer than is necessary to achieve the purpose for which it has been obtained.

### Canvassing

Candidates should note that it is prohibited to do the following, directly or indirectly:

- Canvass in relation to the process.
- Impersonate a candidate at any stage of the process.
- Influence a decision of any person in relation to the process; or
- Interfere with or compromise the process in any way.





An Garda Síochána  
Ag Coinneáil Daoine Sábháilte - Keeping People Safe

Staffline

Thanks for  
investing your  
time to read.



**DATA & TECHNOLOGY**  
INFORMATION-LED POLICING

WE ARE HIRING

**IT'S A JOB**

**WORTH DOING.**