

An Garda Síochána



INFORMATION BOOKLET FOR CANDIDATES

PLEASE READ CAREFULLY BEFORE APPLYING

Open Competition for Appointment to the position of
**Services Officer in the
Fixed Charge Processing Office (FCPO)
Thurles, Co. Tipperary
An Garda Síochána**

Closing Date: 17:00 Wednesday 03rd July 2024

An Garda Síochána is committed to a policy of equal opportunity.

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

CONTACT: An Garda Síochána, HR Directorate, Athlumney House, Johnstown, Navan, Co. Meath C15 ND62. Email: HRPD.TalentAcquisitions@garda.ie

**IT'S A JOB
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SECTION 1: Overview of An Garda Síochána

An Garda Síochána is the national police and security service of Ireland with approximately 14,000, Garda Members, 3,500 Garda Staff and 330 Garda Reserves. The mission of An Garda Síochána is 'Keeping People Safe'. An Garda Síochána is unique among policing services internationally, as a unitary body responsible for the security of the State, and the provision of policing services. The two functions are united by an underpinning philosophy: the protection of the individual and the safety of communities. An Garda Síochána has a proud tradition in serving communities and protecting the State with Garda members, Garda Staff and Reserve members who are committed to delivering a functioning police and security service.

An Garda Síochána is a dynamic organisation in which all personnel can enjoy a rewarding and worthwhile career of service to the communities and people of Ireland.

Garda Staff currently recruited to An Garda Síochána are recruited as Civil Servants. This will change with the enactment of new legislation and all staff recruited from then will be Public Servants.

Overview of Fixed Charge Processing Office

The An Garda Síochána Fixed Charge Processing Office is a specialist department within An Garda Síochána. It is responsible for processing Fixed Charge Notices related to road traffic offences. Located in Thurles, County Tipperary, the unit plays a crucial role in processing and managing the administrative aspects of penalty points and fines for various traffic detections. Overall, the office plays a vital role in supporting road safety and compliance with traffic legislation by efficiently processing and managing Fixed Charge Notices.

Services Officer

SECTION 2: Job Specification

The role of the Services Officer includes but is not limited to:

- Opening and closing of the building and after hours key holding (the building opens at 7.30am and closes at 7.00pm Monday to Friday).
- Reception duties and dealing contractors.
- Post and Details deliveries (secure internal courier service).
- Maintenance of Filing Room.
- Collection and distribution of post throughout the building.
- Checking and replenishing of paper supply for photocopiers and printers.
- Occasional filing and photocopying duties.
- Monitoring cameras and use of carpark.
- Maintaining a log of attendees in building.
- Issuing of swipe cards to visitors for building access.
- Managing deliveries.
- Attending to intruder and fire alarms.
- Adhering to relevant health and safety measures and protocols.
- Other duties specified from time to time.

Services officers will also be required to familiarise themselves with building management systems. The required training will be provided for this.

Successful candidates will be suitable in all relevant respects for appointment to the post. They must 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.

The successful candidate will be a key-holder for the building and therefore will be required to attend any emergencies that may arise out of hours.

SECTION 3: Person Specification

The candidate appointed as a Services Officer (SO) in An Garda Síochána will be an individual of the utmost integrity and ethical values, demonstrating personal drive, commitment and energy. They will foster a culture of ethical behaviour and personal responsibility throughout their areas of responsibility.

The position requires candidates to possess the key competencies for effective performance detailed in [Appendix A](#).

Essential Qualifications and Experience:

Each candidate must by the closing date of **03rd July 2024**;

- Possess a good standard of English, both spoken and written
- Have experience of working in a team and on their own;
- Have satisfactory character references;
- Be capable of physical work. Given the nature of the role manual handling is a requirement and suitable training will be provided.

Desirable requirements

- Computer skills to ECDL or similar level;
- Previous experience as a Services Officer or in a similar role;
- Post room experience;
- A good standard of spoken Irish;
- Residing in close proximity to Thurles area;
- Full clean driving licence and own transport.

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 Compete

Eligibility to compete 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 visa¹ or a Stamp 5 visa.

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

¹ Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

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).

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 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).

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.

SECTION 5: 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 to a 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 Scale

The Salary Scale for the position is as follows: (rates effective from 1st June 2024):

Services Officer (PPC)

€531.21 - €559.51 - €570.21 - €592.78 - €612.95 - €625.03 - €639.14 - €656.12 - €685.16 - €699.53¹ - €722.37²

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

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

A Key Holder allowance of €42.61 (PPC) payable weekly is applicable.

A Paper Keepers allowance of €76.78 (PPC) payable weekly is applicable.

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.

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, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant.

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

Payment will be made weekly in arrears by Electronic Fund Transfer (EFT) into a bank account of an officer'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 in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Location

The position to be filled under this competition is located in An Garda Síochána Fixed Charge Processing Office (FCPO), Thurles, Co. Tipperary.

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 one year from the date specified on 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 detail of the probationary process will be explained to you and you will be given a copy of the Department of Public Expenditure, National Development Plan Delivery 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.
- 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 their role.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to on average not less than 41 hours 15 minutes' gross including lunch breaks, or 35 hours net per week.

The successful candidate will be required to work on a rota basis with patterns to reflect hours from 7.30am – 3.30pm and from 11.00am – 7.00pm, Monday to Friday.

The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of their duties, subject to the limits set down in the working time regulations.

The successful candidate may also be required to attend occasionally on weekends and on public holidays. Where extra attendance is necessary, overtime payments, or time off in lieu, will be allowed in accordance with the civil service overtime regulations.

Annual Leave

Your annual leave allowance will be 22 working days a year rising to 23 after 5 years' service, to 24 after 10 years' service, to 25 after 12 years' service and to 26 after 14 years' service. This allowance, which is subject to the usual conditions regarding the granting of annual leave, is on the basis of 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 the employing Department or Organisation. 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 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 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 Office of the Chief Medical Officer 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:

- 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 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 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. Worksharing, 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.

Please note; due to the nature of the work, there is no opportunity for remote or hybrid working.

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

Application Process

How to Apply

Application forms may be downloaded from:

www.garda.ie

All sections of the application form must be fully completed in Word document format and submitted by way of email to hrpd.TalentAcquisition@garda.ie with subject heading: **Services Officer, FCPO (followed by your name)**.

e.g. Services Officer, FCPO – Michael Murphy

Closing Date

The closing date for receipt of applications is: **17:00 on 03rd July 2024**.

Applications will not be accepted after the closing date.

It is suggested that you apply well in advance of the closing date in case you experience any difficulties. Support will be available via email at HRPD.TalentAcquisition@garda.ie until the closing date.

Candidates who wish to avail of Reasonable Accommodations

Candidates who wish to avail of reasonable accommodations are asked to submit a psychologist's/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 HR Directorate by email to HRPD.TalentAcquisition@garda.ie.

Selection Process

Selection Process methods

The methods used to select the successful candidates for this post may include some or all of the following:

- Shortlisting of candidates on the basis of the information contained in their application;
- A competency based interview.

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.

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 may decide that a smaller number will be called to the next stage of the selection process.

In this respect, An Garda Síochána 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.

Reschedule Requests

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

Vetting & Security Clearance

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

SECTION 7: Important Candidate Information

General Information

An Garda Síochána 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 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. Should similar type vacancies arise elsewhere in the Civil Service, candidates may be drawn from this competition.

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

References

Should you come under consideration for a position you will be required to provide the names of referees. The referees do not have to include your present employer. If you have no previous work experience a reference from your school/university may suffice. The references should provide relatively recent information on your performance and behaviour in a work context. Please note, should you be successful at interview and come under consideration for a position, we will require a reference from your current employer prior to assignment. 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.

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 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 on its premises. 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.

Code of Practice, Reviews and Complaints

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. 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 HRPD.CPSA@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

In accordance with the principles of the above Code of Practice, An Garda Síochána is 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 marks from the competition and comments from the interview board on the candidate's performance, as appropriate.

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.

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.

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.



Appendix A

Team work
<ul style="list-style-type: none">• Shows respect for and builds good working relationships with colleagues and co-workers• Plays a full and constructive part in the team• Is supportive and helpful to colleagues
Initiative and Problem Solving
<ul style="list-style-type: none">• Comes up with practical solutions to work problems• Is willing to be flexible within the context of the job profile and finds ways to work around a problem
Delivery of Results
<ul style="list-style-type: none">• Approaches and carries out all work in a thorough and organised manner• Completes work on time consistently and to a high standard
Customer Service & Communication Skills
<ul style="list-style-type: none">• Listens to customers and is respectful, courteous and professional• Tries to calm down difficult situations when dealing with people who are unhappy/angry• Communicates clearly and fluently
Drive and Commitment
<ul style="list-style-type: none">• Takes pride in a job well done, even if work is routine or less pleasant• Is interested in work and doing the job well