



| Job Description | |
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| Post Type: | Grade III – Clerical Officer |
| Contract Type: | Permanent/Temporary/Panel |
| Reporting to: | The Grade III reports to the CE, the Relevant Director and the Relevant Head of Department |
| Place of Work: | The area of initial responsibility may change over time in line with the requirements of LOETB |
| Hours of work: | The Appointee will be required to work 35 hours per week together with such additional hours as may be required from time to time for the proper discharge of their duties. |
| Salary: | Pre 2011 €29,283-€44,111 Post 2011 €27,146 -€44,111 |
| Annual Leave: | 22 days. Annual Leave will be in accordance with arrangements authorised by the Minister for Further and Higher Education, Research, Innovation and Science from time to time. |
| Date of issue: | 10/3/2023 |

| Post Summary: |
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| <ul style="list-style-type: none"> • The successful applicant will have responsibility, under general direction, for coordinating the efficient day to day work in their functional area within LOETB ensuring that targets and service levels are achieved and that work undertaken or information being given is accurate and in compliance with Legislation, Circular Letters, best practice guidelines and Internal Procedures • Overall responsibility for the preparation and timely submission of required reports • Maintain an efficient and effective filing system to ensure any and all data, records or information required by all interested parties including Internal and External Audit is readily available • Ensure deadlines are met and that service levels are maintained • Carrying out a range of administrative tasks including photocopying, preparing letters/documents/presentations for public circulation, filing, arranging meetings, receipting and balancing payments including cash, handling internal/external mail • Responsibility for the control of relevant data, ensuring the submission of timely and accurate data for relevant payment within set deadlines |

- To report and provide information within the functional area as required from time to time by Department, ETBI etc
- To assist in projects relating to the work of the Section and any other duties as directed by the Relevant Head of Department
- To undertake special/one-off tasks
- To assist in the development of improved working practices in order to achieve improved service delivery
- To contribute to the development and implementation of appropriate Management Information Systems
- To participate in all fora/groups in which they are a member or are assigned
- Ensure efficient administration and communication in relation to staff of LOETB to ensure staff have the information they need enabling them to make informed decisions
- Deal sensitively with correspondence, telephone enquiries or personal callers on all areas of work covered by the section involving contact with all interested parties as necessary while maintaining a high degree of confidentiality in all aspects of work
- Promote teamwork within the Department while maintaining a strong focus on self-development, seeking feedback, coaching and creating opportunities for self-development
- Undertake relevant training and development activities and respond positively to new and alternative systems
- To contribute to the ongoing development and implementation of Strategic initiatives across LOETB
- To assist with effectively promoting the values of LOETB and establishing a positive working culture and environment for all employees that supports the attainment of LOETB's goals
- To communicate efficiently and build productive working relationships with relevant internal and external stakeholders
- To represent the relevant departments at meetings as required
- To research issues thoroughly, consult appropriately to gather all information needed on an issue
- Carry out lawful orders of the Chief Executive

Carry out any other duties appropriate to the grade, which may be assigned from time to time.

Competencies required:

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

Team Work:

- Shows respect for colleagues and co-workers
- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
- Offers own ideas and perspectives
- Understands own role in the team, making every effort to play his/her part

Information Management/Processing:

- Approaches and delivers all work in a thorough and organised manner
- Follows procedures and protocols, understanding their value and the rationale behind them
- Keeps high quality records that are easy for others to understand
- Draws appropriate conclusions from information
- Suggests new ways of doing things better and more efficiently
- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc

Delivery of Results:

- Takes responsibility for work and sees it through to the appropriate next level
- Completes work in a timely manner
- Adapts quickly to new ways of doing things
- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
- Identifies and appreciates the urgency and importance of different tasks
- Demonstrates initiative and flexibility in ensuring work is delivered
- Is self-reliant and uses judgement on when to ask manager or colleagues for guidance

Customer Service & Communication Skills:

- Actively listens to others and tries to understand their perspectives/requirements/needs
- Understands the steps or processes that customers must go through and can clearly explain these
- Is respectful, courteous and professional, remaining composed, even in challenging circumstances
- Can be firm when necessary and communicate with confidence and authority
- Communicates clearly and fluently when speaking and in writing

Specialist Knowledge, Expertise & Self Development:

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc.
- Clearly understands the role, objectives and targets and how they fit into the work of the unit
- Is committed to self-development and continuously seeks to improve personal performance

Drive & Commitment to Public Service Values:

- Consistently strives to perform at a high level and deliver a quality service
- Serves the Government and people of Ireland
- Is thorough and conscientious, even if work is routine
- Is enthusiastic and resilient, preserving in the face of challenges and setbacks
- Is personally honest and trustworthy
- At all times, act with integrity

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| <ul style="list-style-type: none">• Upholds high standards of honesty, ethics and integrity.• Have the requisite knowledge, skills and competencies to carry out the role. <p>The above list is not exhaustive and may be varied having regard to the changing needs of the Scheme. Therefore, other responsibilities may be assigned from time to time by the Chief Executive.</p> | | ✓ ✓ |
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