

Expression of Interest
Acting Grade IV – Acting Assistant Staff Officer
SUSI: Team Captain
Ref: EOIA4S26



Expression of interest is invited for the above **Acting-Up Contracts** within SUSI, from existing Grade III staff currently employed by City of Dublin ETB.

Expression of Interest open to	All existing Grade III (Clerical Officers) currently employed by City of Dublin ETB.
Proposed Timeline	Shortlisting will take place week commencing: 4 th May 2026 Interviews will commence week beginning: 11 th May 2026 <i>*All dates are subject to change and are for guidance only</i>
Duration of Position	Subject to placement, further details will be supplied with offer.
Salary	An acting-up allowance equivalent to the difference between the appointee's current salary point and the first point of the higher scale will be paid. It should be noted that any acting-up allowance will not be payable unless the acting-up period exceeds a continuous period of 84 days. This means that the person who is appointed to act up in a sanctioned acting-up position will not receive payment until day 85 of their acting period has been reached. However, they will then receive arrears of payments in respect of that period.
Hours of work	35 hours per week.
Location	The position is based in SUSI, Shelbourne Road, Dublin 4. Additional attendance onsite will be required as part of the role.
Details of Position	<p>Appeals Review and decisions on statutory appeals received from students in respect of grant assessment decisions by SUSI, reassessment of upheld appeals, liaison and implementation of decisions of the independent Student Grants Appeals Board.</p> <p>Quality Assurance Continuous monitoring, analysis, feedback and reporting on the quality of the work output of grants assessment teams, performance of ad hoc internal audit and quality reviews, circulation of quality alerts to staff and provision of inputs to staff training.</p> <p>Payments Production of weekly, fortnightly, monthly and other grant payments to students and colleges, reconciliation of student and college accounts, payment of bursaries and scholarships on behalf of the Department of Education and Skills, reporting and analysis of payment information and handling payment queries arising.</p> <p>Communications & Customer Services Providing information services and support to applicants and external stakeholders, including through external communications, information materials, support desk, college outreach, social media, complaints handling and up to date website information.</p> <p>Corporate Services Processing of requisition and purchase orders, invoice payments, reception desk, building facilities and services including workplace health and safety.</p> <p>ICT Administration and Support Specification, development, testing and day-to-day administration of SUSI ICT systems, liaison with service providers, and providing a customer service helpdesk for technical queries.</p> <p>Governance Ensuring that all relevant agreements, policies and legislation are correctly implemented by SUSI on behalf of City of Dublin ETB.</p>

	<p>Organisation Development Responsibility for the development of SUSI strategic planning and staff development including the delivery of onsite and online training to new and existing staff.</p> <p>MySUSI Support for the administration of once-off development projects for new and enhanced SUSI systems and services and annually recurring business process and systems improvement projects.</p>
<p>Essential Requirements</p>	<ul style="list-style-type: none"> • Be currently employed as a Grade III Clerical Officer with City of Dublin ETB. • Good educational standard, minimum Leaving Certificate or equivalent. • 2 year's satisfactory clerical experience or experience or training in an area relevant to the role. • Have the requisite knowledge, skills, and competencies to carry out the role. • Be capable and competent of fulfilling the role to a high standard.
<p>Desirable Requirements</p>	<ul style="list-style-type: none"> • A relevant third level qualification. • High level of ICT competency including Microsoft Office Suite. • Excellent working knowledge of the Student Grant Scheme and related legislation. • In-depth knowledge of the processes and systems in place for the assessment of grant applications. • Staff supervisory experience. • Public service experience. • Experience in data entry and the use of on-screen workflow tools. • Ability to prioritise and manage work in a dynamic and pressurised environment • Capacity to supervise staff, manage performance and monitor work quality. • Ability to manage own work and work of team to meet targets and deadlines. • Relevant experience of working within a target driven environment. • Solution focused and committed to high standards of service. • Can identify and understand key issues and trends. • Takes ownership of tasks and delivery of results. • Commitment to public and customer service delivery.
<p>Duties and Responsibilities</p>	<p>Reporting to a Team Leader, the Grade IV position in SUSI is a Team Captain role, assisting the Team Leader in the management and supervision of the work of a team of staff involved in the assessment of student grant applications.</p> <p>Team Captains are responsible for supporting their Team Leaders in all aspects of the work output and quality, training, knowledge and general management of their teams as set out in respect of the Grade IV Team Captain role above. They also have the following specific responsibilities within a team of 6 to 14 assessors at Grade III (Clerical Officer) level:</p> <ul style="list-style-type: none"> • Monitoring staff output, staff performance and quality levels in the team; • Ensuring high levels of quality by - • Implementing quality controls and checks on assessment work, • Monitoring, recording and reporting the quality levels of the team • Providing feedback and coaching to staff based on quality reports • Deputising in the absence of the Team Leader • Monitoring and reporting on issues that may arise within the team • Carrying out coaching and mentoring sessions with each team member as assigned by the Team Leader • Carrying out grant assessments and other work as assigned by the Team Leader from time to time. <p>Please note that attendance at SUSI Head Office in Ballsbridge is required as part of role.</p>
<p>Competencies</p>	<p>People Management</p> <ul style="list-style-type: none"> • Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues.

- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet its objectives

Analysis & Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
- Identifies and understands key issues and trends
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results
- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Interpersonal & Communication Skills

- Modifies communication approach to suit the needs of a situation/ audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation.
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

Specialist Knowledge, Expertise and Self Development

- Displays high levels of skills/ expertise in own area and provides guidance to colleagues.
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team.
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team.

Drive & Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level.
- Demonstrates flexibility and openness to change.
- Is resilient and preserves to obtain objectives despite obstacles or setbacks.
- Ensures that customer service is at the heart of own/teamwork.
- Is personally honest and trustworthy.
- Acts with integrity and encourages this in others.

Note: Having read the competencies and thought about the demands of the role, for each of the above competencies candidates will be asked, at interview, to demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date which clearly demonstrates your suitability for this position. Ideally you should include all elements of the STAR competency framework which is outlined as follows:

S ituation	Present a challenging situation you found yourself in.
T ask	What did you need to achieve from the situation?
A ction	What action did you personally take to achieve this?
R esult	What was the result of your action?

To apply please upload your CV and Letter of Application, as one attachment, on The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CVUX4WPMTGD>

Important Note: Please ensure that your letter of application & CV clearly evidence the essential requirements and desirable requirements where applicable.

Latest date for receipt of completed online applications is: 12 noon Friday 1st May 2026

Important Notes:

- *Please ensure that your Letter of Application & CV clearly evidence the essential requirements.*
- *Applicants must create a profile in order to apply for positions / upload CV's via our online system, which can be done through the link below.*
- *Selection will be by the way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.*
- *Please note that it is the responsibility of the applicant to ensure that all application documents are received on time. Any technical difficulties encountered by the sender when submitting applications are not the responsibility of City of Dublin ETB. Therefore, candidates are strongly advised to submit applications well before the 12 noon deadline on the specified closing date.*
- *Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after appointment, in summary dismissal.*
- *Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by City of Dublin ETB.*

*Late applications will not be accepted. Shortlisting may take place. Canvassing will disqualify.
City of Dublin ETB is an equal opportunities employer.*

Dr. Christy Duffy,
Chief Executive.