

Information Guide

Grade III – Clerical Officer

Student Universal Support Ireland (SUSI)

(Permanent Positions)

Ref: G3SP25



City of Dublin Education and Training Board (City of Dublin ETB) was established on 1st July 2013 under the Education and Training Boards Act, 2013. City of Dublin ETB has 3,000 employees and an annual budget of €580m. It is the state education and training authority for Dublin city and serves the area covered by Dublin City Council. This provision is delivered to over 48,000 learners (20,000 full-time and 28,000 part-time) and is supported by a range of services including a psychological service, a curriculum development unit, a buildings maintenance unit and Head Office staff in Ballsbridge. It also has statutory responsibility for supporting the provision, coordination, administration and assessment of youth work services in Dublin city and is the lead partner for Music Generation Dublin City. City of Dublin ETB is also responsible for the national awarding authority for student grants in Ireland, Student Universal Support Ireland (SUSI).

Student Universal Support Ireland (SUSI) is a unit of City of Dublin ETB which is designated by the Minister for Further and Higher Education, Research, Innovation and Science as the single Irish national awarding authority for student grants in further and higher education. SUSI is a dynamic workplace based in Ballsbridge, Dublin 4 and features a challenging balance of day-to-day operations and strategic development projects.

The core work of SUSI involves the annual processing of large numbers of online grant applications within short timeframes to determine eligibility under the criteria of the Student Grant Scheme. Approximately 100,000 grant applications are received on an annual basis. SUSI has also broadened its functions in recent years and now provides services relating to the 1916 Bursary, the International Protection Student Scheme, the PLC Bursary for Displaced Persons (Ukraine), the National Tertiary Office Programmes and the All-Ireland Scholarship.

Please note that a Panel may be formed from which any permanent, fixed term or specific purpose vacancies that may arise at this grade may be filled within SUSI.

Proposed Timeframe	Shortlisting will take place week commencing: 18 th August 2025 Interviewing to commence week beginning: 1 st September 2025 <i>*All dates are subject to change and are for guidance only</i>
Location of Positions	The initial appointment will be based in SUSI, Shelbourne Road, Dublin 4.
Salary	Starting pay will be at the minimum point of the Grade III salary scale, €30,811. This is not negotiable. An incremental salary scale applies thereafter. Previous public sector experience may be eligible for incremental credit, to be determined upon appointment.
Annual Leave	22 working days per annum (pro rata).
Hours of Work	35 hours per week.
Summary of Positions	The purpose of this recruitment campaign is to fill vacancies at Grade III Clerical Officer level as they arise within SUSI. Clerical Officers in SUSI provide vital input to the work of the organisation through a range of administrative duties. In line with SUSI's Strategy 2023-2028 a customer centred attitude and approach is required.
Essential Requirements	<ul style="list-style-type: none"> Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examinations (higher, ordinary, applied or vocational preparation) or equivalent or have passed an examination at the appropriate level within QQI qualifications framework which can be assessed as being of a comparable standard to Leaving Certificate or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. Have the requisite knowledge, skills and competencies to carry out the role. Be capable and competent of fulfilling the role to a high standard. High level of ICT competence, in particular Microsoft Packages. Ability to prioritise and manage work in a dynamic and fast paced environment.

Desirable Requirements	<ul style="list-style-type: none"> • A high level of ICT skills in data entry and on-screen working including proven proficiency in MS Office Suite or similar. • A customer centred approach. • Be capable of working within a target driven environment. • Be capable of working to deadlines in delivering high-volume outputs. • Ability to perform effectively within an administrative process and control structure. • Ability to prioritise and manage work in a dynamic and fast paced environment. • Written communications skills. • Relevant knowledge or experience of the work of the public service. • Knowledge or experience of the further and higher education sectors. • Written and oral proficiency in the Irish language.
Principal Duties and Responsibilities	<p>Clerical Officers in SUSI can be assigned to Departments throughout SUSI which include Operations; ICT; Communications & Customer Services; Finance; Governance & Corporate Services; including Payments, Organisation Development; and the Project Office.</p> <p>However the majority of Clerical Officers in SUSI are typically assigned to Operations where following a comprehensive training programme involving classroom and practical learning, they are responsible for the assessment of grant applications and for the awarding of student grants in line with the eligibility criteria set out in the relevant Annual Student Grant Scheme.</p> <p>All Clerical Officers assigned to SUSI have the following responsibilities:</p> <ul style="list-style-type: none"> • General administrative duties • Working as part of a team • Maintaining a high-quality approach and output • Communicating and providing a high quality public service to customers • Working within SUSI ICT systems to complete required administrative duties • To continuously improve based on experience in the role, feedback received from their Team Leader and in line with expected learning and development targets, • To complete additional duties that may be assigned by the line manager.
Competencies	<p>Team Work</p> <ul style="list-style-type: none"> • 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. <p>Information Management / Processing</p> <ul style="list-style-type: none"> • Approaches and delivers all work in a thorough and organised manner. • Follows procedures and protocols, understanding their value and 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. <p>Delivery of Results</p> <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> 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. <p>Customer Service & Communication Skills</p> <ul style="list-style-type: none"> 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. <p>Specialist Knowledge, Expertise and Self Development</p> <ul style="list-style-type: none"> 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. <p>Drive & Commitment to Public Service Values</p> <ul style="list-style-type: none"> 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 in 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. <p>Note: Having read the competencies and thought about the demands of the role, for each of the above competencies candidates will be asked, on the application form, 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, within your application form.</p> <p>Ideally you should include all elements of the STAR competency framework which is outlined as follows:</p> <table border="1"> <tr> <td>Situation</td><td>Present a challenging situation you found yourself in.</td></tr> <tr> <td>Task</td><td>What did you need to achieve from the situation?</td></tr> <tr> <td>Action</td><td>What action did you personally take to achieve this?</td></tr> <tr> <td>Result</td><td>What was the result of your action?</td></tr> </table>	Situation	Present a challenging situation you found yourself in.	Task	What did you need to achieve from the situation?	Action	What action did you personally take to achieve this?	Result	What was the result of your action?
Situation	Present a challenging situation you found yourself in.								
Task	What did you need to achieve from the situation?								
Action	What action did you personally take to achieve this?								
Result	What was the result of your action?								
Terms & Conditions of Appointment	<ul style="list-style-type: none"> The appointment will be subject to the sanction of the Chief Executive. The appointment will have a probationary period, details of which will be stipulated in the contract of employment. Any offer will be subject to the receipt of two satisfactory references. Appointment is to City of Dublin ETB as a whole, not to a particular centre. City of Dublin ETB reserves the right to transfer staff as the needs of the organisation dictates. The person appointed to the post will be required to contribute to the relevant Superannuation Scheme. For the purposes of satisfying the requirements as to health it will be necessary for the successful candidate before they are appointed, to undergo at City of Dublin ETB's expense, a medical examination by a qualified practitioner nominated by City of Dublin ETB. Extern work may not be undertaken without the prior consent of City of Dublin ETB. 								

Citizenship Requirements	<p>Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreement may also apply. Please visit the link below for updates to these requirements: Coming to Work in Ireland - Workplace Relations Commission</p> <p>Please note that upon appointment the successful candidate must have valid right to work status.</p>
Termination	<p>The appointment will be terminated by one month's notice in writing on either side.</p>
Garda Vetting	<p>City of Dublin ETB is registered with the National Vetting Unit (NVU) which provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of the organisations recruitment and selection process, offers of employment will be subject to NVU disclosures, where applicable.</p> <p>City of Dublin ETB reserves the right to re-vet all staff employed in positions that entail working with children and vulnerable adults at any time during their employment.</p>
Sick Leave and Special Leave	<p>Sick leave and special leave may be allowed in accordance with the conditions in force for the time being for Officers employed under the Schemes of Education and Training Boards.</p>
Superannuation & Retirement	<p>The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public 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.singlepensioncheme.gov.ie</p> <p>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.</p> <p>Key provisions attaching to membership of the Single Scheme are as follows:</p> <ul style="list-style-type: none"> • Pensionable Age: The minimum age at which pension is payable is 66 (retirement age is linked to State Pension Age). • 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	<p>If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.</p> <p>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</p>

	<p>previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.</p>
<p>Department of Early Retirement Scheme for Teachers Circular 102/2007</p>	<p>The Department of Education 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).</p>
<p>Exclusions</p>	<p>Candidates should note that persons who have taken part in public service early retirement schemes including the following are not eligible to take part in this competition:</p> <p>Incentivised Scheme for Early Retirement (ISER): It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the <i>same employment or the same sector</i>. Therefore, such retirees may not apply for this position.</p> <p>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 funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. Persons who availed of either of these schemes are not eligible to take part in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).</p> <p>Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013: The Department of Environment, Community & Local Government Circular Letter LG (PP) 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 below, 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 two 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).</p> <p>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 Payment 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 interests Acts 2009 – 2011) for a period of two years from termination of the employment. People who have availed of this scheme a who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).</p>

Ill Health Retirement	Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.
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 pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act, 2009. Please note that from 1 January 2019 PRD will be replaced by an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.
Declaration	Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement, including schemes not specifically mentioned above. 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.
Referees	Candidates must supply details of two referees on their application form, please note that these referees should have knowledge of you and your work to whom professional reference can be made. One of which should be your current or most recent employer. Referees may be contacted pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.

Notes:

- Please note that it is the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when forwarding 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.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications may not be considered.
- All enquiries regarding your application should be made to applications@cdetb.ie. You must use the post reference in the subject line of the email.
- 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.
- 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.
- 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.

Completed online applications should be submitted no later than:

12 noon on Monday 11th August 2025

Late applications will not be accepted. Shortlisting may take place.

Canvassing will disqualify. City of Dublin Education and Training Board is an equal opportunities employer.

**Dr. Christy Duffy,
Chief Executive.**