



Comhairle Contae Chill Mhantáin
Wicklow County Council

CANDIDATE INFORMATION BOOKLET

PERMANENT AND TEMPORARY CLERICAL OFFICER

REF: 21/2025

Closing Date for receipt of application:

THURSDAY 24TH JULY 2025 - 12 NOON SHARP



Human Resources Department, Wicklow County Council
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Wicklow County Council

WICKLOW COUNTY COUNCIL

County Wicklow is located in the province of Leinster, and has a population of 155,485, 9.2% growth persons as stated in the preliminary 2022 census figures on the CSO website <https://www.cso.ie/en/csolatestnews/presspages/2022/censusofpopulation2022-preliminaryresults/>

Wicklow shares its border with four other counties and has a total land area of 2,027 km². The topography of Wicklow is largely mountainous, with the Wicklow Mountains being the largest continuous upland region in Ireland. Wicklow is the 13th largest of the Republic of Ireland's 26 Counties and is the 14th largest Local Authority area in terms of population.

Wicklow County Council is the Local Government Authority for County Wicklow and is responsible for the delivery of the full range of services. Wicklow County Council seeks to enhance the county's attraction as a place in which to invest, work, and live, and takes the lead role in shaping the strategic vision of the county. It provides a diverse, multi-layered and evolving range of services to both citizens and visitors to County Wicklow, which include the provision of housing, planning, development, environmental, roads and traffic, leisure and community services. It also has an enhanced role in leading out economic and community development in the County. The Council works in partnership with other state, public and private bodies in the delivery of critical infrastructure and shared services.

Wicklow County Council has an elected body comprising of 32 elected members and employs a workforce in excess of 800 employees, currently covering 5 Municipal Districts – Bray, Greystones, Wicklow, Arklow and Baltinglass. Our employees work in a dynamic and progressive local authority which promotes training and development of our employees who are our most valuable resource.

The 2025 annual revenue budget for the local authority is approximately €168 million. The Council also continues to invest in the infrastructure of the county and through its Capital Investment Programme.

The day to day running of the Council is the responsibility of the Chief Executive and the Management Team.



The Competition - Permanent & Temporary Clerical Officer

Ref: 21/2025

THE POSITION

The Council is seeking applications from suitably qualified candidates with relevant experience for the position of Clerical Officer.

The Clerical Officer is a key support position within the Council, providing a comprehensive general administrative and clerical support to a section or department. The Clerical Officer works as part of a team to meet work goals and objectives and to deliver quality services to internal and external customers.

The duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The work of the Clerical Officer requires that employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs. The Clerical Officer is expected to carry out their duties in a manner that enhances public trust and confidence.

The Council invites applications from suitably qualified persons who wish to be considered for inclusion on a panel from which permanent and temporary vacancies for the position of Clerical Officer shall be drawn.

QUALIFICATIONS

Education, Experience, etc.

On the latest date for receipt of completed application forms, candidates shall have:-

- a) At least Grade D (or a pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme or a Pass Leaving Certificate Applied or a Level 2 N.C.V.A. Certificate

Or

- b) Have passed an examination of at least equivalent standard.

Or

- c) Have had at least two years previous service in an office of Clerical Officer, Clerk/Typist (Clerical Duties), Clerk/Typist (Typing and Clerical Duties) or Clerk/Typist, under a Local Authority or Health Board in the State.

Or

- d) Have satisfactory relevant experience which encompasses demonstrable equivalent skills.

In the event that an offer of employment is made, the candidate will be required to submit all relevant Educational Qualifications in order to meet the requirements above.



DUTIES

A Clerical Officer is the entry grade within the administrative structure of Wicklow County Council. Clerical Officers provide administrative and secretarial support within a team to ensure the provision of customer services, across the organisation. These services include housing, transportation infrastructure, environmental protection, planning, recreation & amenity, community development and supporting economic development. Duties may include (but not limited to):

- Participating and supporting the work of the assigned section or department to ensure that work programs are delivered in accordance to the operational plans
- Communicating and liaising with team members, supervisors, members of the public and others in relation to operational matters in their section or area of work
- Preparing reports, correspondence and other documents as necessary
- Providing a comprehensive administrative and clerical service as required
- Ensuring high levels of customer service, responding to queries and requests for information in a professional, courteous and timely manner
- Supporting and participating in all change management initiatives within their area of work or the wider organisation
- Supporting and assisting team members as required
- Participating in corporate activities and responsibilities appropriate to the grade
- Complying with Health and Safety legislative requirements, policies and procedures and safe systems of work
- Deputising for the line manager or equivalent as required
- Such other duties as may be assigned from time to time.

DESIREABLE SKILLS

An ability to demonstrate competence in the following areas:

- Excellent Customer Service skills and experience in operating within a busy administration environment
- Excellent organisational, communication and interpersonal skills
- have good interpersonal and communications skills with the ability to communicate in a clear, concise manner
- Have an excellent knowledge of Microsoft Office, in particular Microsoft Word and Excel
- Have excellent administration skills and telephone manner
- have an ability to work on own initiative, in an independent environment and without constant supervision
- have an understanding of the Council's purpose and knowledge of public service organisation in Ireland



PRINCIPAL CONDITIONS OF EMPLOYMENT

Applications are invited from suitably qualified candidates for the purpose of creating a panel for Clerical Officers (Grade III) from which permanent/temporary vacancies arising may be filled. While any candidate appointed may be assigned at any time to any of the Municipal Districts/Directorates under the Chief Executive's control.

Probation

Where persons who are not already permanent officers of a Local Authority are appointed, the following provisions shall apply;

- (a) there shall be a period after such appointments take effect, during which such persons shall hold office on probation;
- (b) such period shall be three months (temporary contract) and six months (permanent contract) this period may be extended at the Chief Executive discretion;
- (c) such persons shall cease to hold such office at the end of the period of probation, unless during such period, the Chief Executive has certified that the service of such persons is satisfactory.

Salary: €30,811 – €47,945 per annum includes 1st LSI E.L. 03/2025

The salary shall be fully inclusive and shall be as determined from time to time in line with national policy. The holder of the office shall pay to the local authority any fees or other monies (other than his/her inclusive salary) payable to and received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform. Starting pay shall be determined in accordance with appropriate Departmental Circular letters. New Entrants will be placed on the minimum of salary scale.

Hours of Work

The person appointed will be required to work a 35 hour per week Monday to Friday which equates to a 7 hour day to be accounted for with attendance hours of 9.00 a.m. to 5.00p.m. with one hour lunch between 1.00p.m. and 2.00p.m.

A flexi system is also in operation.

Garda Vetting

Candidates may be subject to Garda Vetting. Appointment(s) will be considered having regard to receipt of satisfactory Garda Vetting, particularly to determine suitability to work with children/vulnerable adults.



Citizenship

Candidates must, by the date of any job offer, 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 is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; **or**
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa, **or**
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Work Permit

All non-EU/EEA citizens must hold a valid work permit prior to and for the duration of their contract. The work permit must allow you to work full time for Wicklow County Council. It is the responsibility of individual employees to ensure that you have a valid work permit. If at any stage during your contract you cease to hold a valid work permit you must immediately advise Wicklow County Council and your employment will cease with immediate effect.

Health:

For the purposes of satisfying the requirements as to health it will be necessary for successful candidates, before they are appointed, to undergo at their expense a medical examination by a qualified medical practitioner to be nominated by the local authority. On taking up appointment the expense of the medical examination will be refunded to candidates.

Residence:

Holders of the office shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

Annual Leave:

Annual leave entitlement will be 27 days per annum exclusive of public holidays and Good Friday.

Retirement Age:

There is no mandatory retirement age for new entrants to the Public Service as defined in the Public Services Superannuation (Miscellaneous Provisions) Act 2004.

Persons who are NOT new entrants to the Public Service as defined in the Public Services Superannuation (Miscellaneous Provisions) Act, 2004 and the Public Service Superannuation (Age of Retirement) Act 2018, are subject to a compulsory retirement age of 70 years.

With effect from 1st January 2013, persons who are pensionable under the terms of the Single Public Service Pension Scheme will have a minimum retirement age of 66 years initially rising in line with the State Pension age changes. Members of the Single Public Service Pension Scheme have a compulsory retirement age of 70 years.



Superannuation:

Persons who become pensionable public servants on or after 1st January 2013 will become members of the Single Public Service Pension Scheme and, as such, will be required to pay contributions of 3% of pensionable remuneration and 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of a local authority who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 1.5% of their pensionable remuneration plus 3.5% of the net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration.

All persons who become pensionable officers of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme, to contribute to the local authority at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the scheme.

APPLICATION PROCESS

Application Form

Application forms are available on our website: www.wicklow.ie

Completed applications forms must be submitted to wccrecruitment@wicklowcoco.ie or by post to Recruitment, Wicklow County Council, Station Road, Wicklow Town, County Wicklow, on or before the closing date of **Thursday 24th July 2025 at 12 noon sharp**. Late applications or any amendments to applications will not be accepted.

Competencies for the post

Key Competencies for the post include the following and candidates will be expected to **demonstrate sufficient evidence within their application form** of competence under each of these. Please take particular note of these when completing the application form as any short-listing or interview processes will be based on the information provided by the candidates.

Key Competencies for the post are set out as follows:

- **Organisational & Communication Skills**
- **Customer Service & Teamwork**
- **IS/IT Skills**
- **Relevant Knowledge & Experience**



COMPETENCY	BEHAVIOURS
Organisational & Communication Skills	<ul style="list-style-type: none"> • Demonstrates good organisational skills • Manages time and work effectively • Understands and follows procedures and processes • Prioritises workloads and generates effective solutions • Demonstrates skills in office administration including filing, photocopying, drafting and producing letters / reports • Ability to maintain a focus in dealing with customers in an efficient, respectful and effective manner • Ability to work with other groups to gain co-operation • Remains composed and professional when dealing with challenging issues
Customer Service & Teamwork	<ul style="list-style-type: none"> • Demonstrates positive customer service attitude • Is respectful, courteous and professional when dealing with customers and colleagues • Delivers a high standard of service • Represents the organisation positively and professionally when dealing with members of the public and other stakeholders • Is capable of dealing with difficult customers in an effective manner • Develops and maintains good working relationships with others, sharing information and knowledge as appropriate • Understands own role in the team, making every effort to play his/her part • Effective verbal and written communication skills
IS/IT Skills	<ul style="list-style-type: none"> • Has a good practical application of IS Skills • Can use various IS Packages/Systems (Microsoft Office, spreadsheets, etc.) and is proficient in the use of new technologies • Demonstrates good data analytic skills
Relevant Knowledge & Experience	<ul style="list-style-type: none"> • Knowledge and understanding of the Local Authority and the services it provides • Knowledge and awareness of key topical and priority issues

Selection Process

Selection shall be by means of a competition based on interview. A panel may be formed on the basis of such interviews, from which permanent vacancies may be filled.

The Selection Process may include the following:

- Short-listing of candidates on the basis of the information contained in their application;
- Preliminary interview, which may also include a presentation;
- Completion of an online questionnaire;
- Competitive interview, which may also include a presentation;
- Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate.

**** Please note that Wicklow County Council reserves the right to hold any part of the selection process by way of remote/video-call platform or other appropriate methodology.***



Before proceeding with this phase of the selection process you should satisfy yourself that you meet the minimum qualification criteria for the post as set out above. This will prevent you from incurring unnecessary expense in progressing in the competition.

Short-Listing

Wicklow County Council reserves the right to shortlist applications. The shortlisting process may take the form of either a desktop shortlisting process **based on the information contained in the application forms** or a shortlisting interview.

The information you supply in the application form will play a central part of the shortlisting process. Wicklow County Council's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

Where, by reason of the number of persons seeking admission to the competition and the standard of knowledge, training or experience in general of such persons, Wicklow County Council considers that it would be reasonable not to admit all the persons to the competition, Wicklow County Council may admit to the competition only persons who appear to attain a standard sufficient for selection and recommendation for appointment.

You will be contacted in relation to any interview dates and times. You may also be contacted in relation to the requirement to complete an online questionnaire should this be included in the selection process. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification when registering your attendance at the Human Resources Department.

Wicklow County Council reserves the right to shortlist candidates in the manner it deems most appropriate. **Shortlisting may be on the basis of information supplied on the application form and the likely number of vacancies to be filled. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.** The candidates shortlisted will be invited to attend for interview. Interviews will be held in person. The Council will not be responsible for any expenses incurred by candidates in attending for Interview Stage.

Interview Stage

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Local Authority's opportunity to assess your suitability for the role as advertised.

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that Wicklow County Council is satisfied that such person fulfils the requirements of the Regulations or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important therefore for you to note, the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense, as Wicklow County Council will not be responsible for refunding any expenses incurred.



Wicklow County Council may at its discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as Wicklow County Council considered appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by Wicklow County Council. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed Qualifications and any other relevant matters. Only candidates who reach such a standard as Wicklow County Council considers satisfactory in the competitive interview shall be considered for selection and placed on a panel. The onus is on all applicants to make themselves available for interview.

Pre-Employment Checks

Before contracts of employment are entered into, various checks are undertaken. These include medicals, references and may include Garda Vetting. The Council will invite those successful candidates who accept an offer to fill a vacancy to attend a medical assessment. References for successful candidates will also be checked and Garda Vetting, if necessary, will be completed at this point.

Panel

Candidates whose names are on a Panel and who satisfy the local authority that they possess the qualifications declared for the office and that they are otherwise suitable for appointment may, within the life of the Panel, be appointed as appropriate vacancies arise.

The life of the Panel will be for one year from the date it is formed, it may be extended at the discretion of the Chief Executive.

Terms and Conditions

Wicklow County Council will require the person to whom appointment is offered to take up the appointment within a period of not more than **one month** and if the person fails to take up the appointment within such period or such longer period as Wicklow County Council in its absolute discretion may determine, Wicklow County Council will not appoint him/her.

Employment may be terminated by either side by giving at least one calendar months' notice. In the event that employment is terminated prior to the completion of any particular contract, the appointee shall co-operate with the Council in ensuring that all files/records are up-to-date and present in an acceptable manner.

It should be noted that the terms of Paragraph 13 of Circular Letter EL 02/09 - Incentivised Scheme of Early Retirement may need to be considered in some instances. It is a condition of this scheme as set out in the Department of Finance Circular 12/2009 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector.

Furthermore, persons who have availed of a Redundancy Payment Scheme should not that 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



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termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment.

Applicants will be required to declare whether they have previously availed of either of the above schemes.

Examples of some of the current Employee Benefits include:

- Wicklow County Council's Blended Working Policy
- A range of Family Friendly Policies
- Availability of a Cycle to Work Scheme
- A range of Learning and Developmental Opportunities
- Paid Maternity and Paternity Leave
- Automatically entered into a pension scheme
- Access to the services provided under Wicklow County Council's Employee Assistance Programme – Spectrum Health

In the event that an offer of employment is made, the candidate will be required to submit all relevant Educational Qualifications in order to meet the requirements above.

WICKLOW COUNTY COUNCIL RESERVES THE RIGHT TO SHORTLIST CANDIDATES IN THE MANNER IT DEEMS MOST APPROPRIATE.

Wicklow County Council will send an acknowledgement of your application in the weeks after the closing date of the competition. If you do not receive any confirmation, please contact wccrecruitment@wicklowcoco.ie

WICKLOW COUNTY COUNCIL IS AN EQUAL OPPORTUNITIES EMPLOYER



FREQUENTLY ASKED QUESTIONS

1. *Who can I contact if I have a query in relation the Recruitment Campaign?*

If you are unclear in relation to any aspect of the recruitment and selection process, please read the briefing document and frequently asked questions carefully before contacting Wicklow County Council's Human Resources Department. If you still need to contact the Human Resources Department please send your query via email in the first instance to wccrecruitment@wicklowcoco.ie.

2. *What happens if I cannot attend a particular stage of the competition?*

The onus is on you to attend for all stages of the recruitment competition at the locations, dates and times notified. Wicklow County Council cannot change dates and times of any particular stage of the process.

3. *I have submitted my Application form, what happens next?*

Wicklow County Council will carry out an eligibility check on all applications to ensure that they meet the minimum qualifications for the post. You do not need to contact the HR Department. If you do not meet the minimum eligibility requirements for the post **based on the information submitted on your application form**, you will not be invited to interview.

Depending on the number of candidates remaining at this stage of the competition it may be necessary to hold a shortlisting process. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the application forms or a shortlisting interview/assessment. The information you supply in the application form will play a central part of the qualifying and shortlisting process.

You may be contacted by email or letter in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification when registering your attendance at the Human Resources Department.

4. *What happens on completion of the shortlisting process?*

Wicklow County Council will contact all applicants advising them of the results of the shortlisting process. If you have been successful at this stage you will be invited for a final interview.

5. *What happens after undertaking the final interview?*

If you qualify at final interview stage you will be placed on a panel and ranked in order of merit. Vacancies may be filled from this panel as they arise and in order of merit. Please note that being placed on a panel is not a guarantee that you will be appointed to the position.



6. *How will Wicklow County Council communicate with me throughout the Recruitment and Selection Campaign?*

Wicklow County Council will contact you when necessary at each stage of the competition either by email or postal. It is strongly recommended that you do not change your email address in the course of this recruitment campaign, as any email will be sent to the email address originally supplied with your application form. It is important to note that the email address you provide when submitting your application form must be one that you can access at all times.

The onus is on the applicant to inform the Human Resources Department of any change in postal address, email address or mobile telephone number throughout the recruitment and selection campaign. This can be done by emailing wccrecruitment@wicklowcoco.ie

The onus is on each applicant to ensure that s/he is in receipt of all communication from Wicklow County Council. Wicklow County Council accepts no responsibility for communication not accessed or received by an applicant.



www.wicklow.ie

wccrecruitment@wicklowcoco.ie



@wicklowcoco



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