

## **Job Description for Clerical Officer (CO)**

A reminder of the typical duties a CO may be required to undertake are as follows:

- General clerical work, e.g. filing, photocopying, answering/making telephone calls, dealing with emails, reception desk duties, etc. under the supervision of a designated manager;
- Supporting line-managers and colleagues;
- Working as part of a team in delivering services;
- Dealing directly with the public (phone, email, letter, over-counter etc.) in support of services provided to them by the Civil Service;
- Providing the highest quality standards in customer service;
- Using Information Technology on a daily basis, e.g. word processing, spreadsheets, database, email and the Internet;
- Maintaining high quality records in a thorough and organised manner;
- Checking all work thoroughly to ensure it is completed to a high standard;
- Carrying out routine accounts work;
- Approaching work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine/repetitive work;
- Any other duties deemed appropriate.

It should be noted that the work carried out may vary from that above depending on the business needs of the particular organisation. For example, the following organisations may have additional requirements to those listed above (this list is not extensive):

**Courts Service:** A Clerical Officer in the Courts Service can fill many different roles across clerical support including court office/court going duties, e.g. acting as Court Resulter. This can involve working directly with the Judiciary. Any staff member moving into the Courts Service must be successfully Garda-vetted in the first instance. This process may delay the date of mobility following formal acceptance of the mobility offer.

**Department of Defence:** A number of positions within this department have an additional vetting requirement. If one of these posts is, being filled under mobility the person moving into the department must pass through this additional vetting process successfully before being considered for the position. This process may delay the date of mobility following formal acceptance of a move.

**Department of Foreign Affairs and Trade:** This department has an additional vetting requirement for any staff member moving into the department for assignment to a Passport Office position. A staff member must pass through this additional vetting process successfully before being considered. This process may delay the date of mobility following formal acceptance of a move.

**Department of Justice and Equality:** This department has an additional vetting requirement and any staff member moving into the department must pass through this additional vetting process successfully before being considered for a position. This process may delay the date of mobility following formal acceptance of a move.

For positions in the Probation Service only, it may not be possible to avail of flexi-time. Local probation offices are small and public-facing. As such, they must be staffed at all times during operational hours.

**Department of the Taoiseach:** This Department has an additional vetting requirement and any staff member moving into the Department must pass through this additional vetting process successfully before being considered for a position. This process may delay the date of mobility following formal acceptance of a move.

Staff may be assigned to Offices where there is a requirement to cover early and late work patterns to meet the business needs of the office and in such cases it will not be possible to avail of flexi-time.

**Garda Civilians:** An Garda Síochána (AGS) has a unique vetting requirement and any employee moving into AGS must pass through this process successfully before being considered for a position. This process may delay the date of mobility following formal acceptance of a move.

Some positions in AGS require a shift working pattern of 8, 10, 12 and 24 hours with associated shift allowances.

**Garda Síochána Ombudsman Commission:** The Garda Síochána Ombudsman Commission (GSOC) has a particular and detailed vetting requirement and any employee transferring into GSOC must pass through this process successfully before being considered for a position. This process may delay the date of mobility following formal acceptance of a move.

**Houses of the Oireachtas Service:** The hours of attendance for staff of the Houses of the Oireachtas Service are from 9.15am to 6pm Monday to Thursday and from 9.15am to 5.30pm on Friday. Flexible working is available for certain grades across the Oireachtas Service. Staff on flexi must work core hours which are 10am to 5pm Monday to Thursday and 10am to 4.30pm on Friday.

As a Parliament, late and unusual hours are part of the parliamentary working environment. On sitting days, depending on the section in which staff are working, staff may be required to work longer hours to ensure that the needs of the section are met. This requirement to work additional hours is obligatory and can be without notice. Staff of the Service must be available where required to meet the exigencies of the House.

**Irish Prison Service (IPS):** A Prison Clerical Officer (PCO) can fill many different roles across the spectrum of clerical, administrative and support duties in a prison, institution or service of the IPS. The IPS has an additional vetting requirement and any staff member moving into the IPS must pass through this additional vetting process successfully before being considered for a position. This process may delay the date of mobility following formal acceptance of a move.

On appointment, training is required which combines classroom tuition in the IPS College and job familiarisation at one of the IPS institutions. Prison Clerical Officers are required to work a 39 hour week which can include, depending of the requirements of individual locations, working early (from 8am), working late (to 7pm) and some Saturdays.

**Legal Aid Board:** Clerical Officers in the Legal Aid Board carry out a range of duties which can vary with location and work assignment. They are often the first point of contact and source of information for clients of the Board and provide essential clerical and administrative support to the Board's Solicitors and Mediators.

A Clerical Officer in the Legal Aid Board can fill many different roles across clerical support including but not limited to; drafting letters, collecting or giving factual information, making and checking calculations, preparing, scrutinising and verifying documents, statistics, records, etc. They are also the initial contact point for members of the public and can play a crucial role in informing the public about the Board's services, and in directing them to other agencies who may be able to meet their needs.

Competency in the use of relevant IT applications (Word, Excel, PowerPoint etc.) is important and it is also important to note that typing and Dictaphone typing are a significant part of the Law Centre CO duties.

Flexi time is in operation subject to the overall exigencies of the office and the effective operation of the service.

Any staff member moving into the Legal Aid Board must be successfully Garda-vetted prior to taking up position. This process may delay the date of mobility following formal acceptance of the mobility offer.

**Office of the Attorney General:** Clerical Officers may be assigned as support staff or private office staff to the legal advisers in the Office. Dictaphone typing may be a requisite.

**Office of the Chief State Solicitor:** The Office of the Chief State Solicitor's is comprised of 5 Legal Divisions and 1 Corporate Services Division. The role of Clerical Officer is to provide operational support to their respective area within one of the six divisions which contributes to overall achievement of the Offices goals. Clerical duties vary depending on the nature of work within each division but general duties include: liaising with clients/customers, working with spreadsheets, databases, email and internet, Dictaphone typing, photocopying, scanning and indexing documentation to the Case and Records Management System.

**Office of the Director of Public Prosecutions:** This office has an additional vetting requirement and any staff member moving into the office must pass through this additional vetting process successfully before being considered for a position. This process may delay the date of mobility following formal acceptance of a move.

**Office of the Ombudsman:** The Office of the Ombudsman comprises of six distinct legal entities - the Office of the Ombudsman; the Office of the Information Commissioner; the Office of the Commissioner for Environmental Information; the Standards in Public Office Commission; the Commission for Public Service Appointments; and the Referendum Commission (when established). Officers assigned to the Office of the Ombudsman may be assigned to work in any of the aforementioned offices and may be required to move internally between the offices at a later date.

**Office of the Revenue Commissioners:** COs in Revenue generally work in customer service and staff moving to Revenue may be required to undertake a four month Income Tax and Payroll Compliance module as part of a Tax Technician qualification. Training bases may be located outside the chosen mobility location.

**Specialist Skills:** In certain instances, vacancies may arise where specialist skills such as Irish language skills are required. Applicants who indicate their competency in the Irish language, and who are offered a mobility move to a position requiring Irish, will be required to undergo an assessment of their Irish language skills before confirmation of the mobility move is made. Where Irish language skills, following the assessment, are not considered adequate for the role, the applicant's placing on a mobility list(s) will not be affected.

**The President's Establishment:** Flexible working is available at both Clerical Officer and Executive Officer grades and staff on flexi must work core hours which are 10am to 4pm Monday to Friday. Depending on the section in which staff are working, staff may be required to work longer hours to ensure that the needs of the section are met. Due to the nature of the Office, staff are expected to occasionally work in the evenings and at weekends.