

**Clerical Officer**

**Cahirciveen**

**Information Booklet**

**Candidate Information Booklet - please read carefully**

Closing time and date: **4.00pm on Monday 13th October 2025.**

The Legal Aid Board is committed to a policy of equal opportunity.

The Legal Aid Board will run this competition in compliance with the Code of Practice for Appointments to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA).

Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)

Contact : [recruitment@legalaidboard.ie](mailto:recruitment@legalaidboard.ie)

www.legalaidboard.ie

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| **Clerical Officer** |

The Legal Aid Board

The Legal Aid Board is an independent, publicly funded organisation. It has been in existence since 1979 and was set up as a statutory body to provide civil legal aid and advice on foot of the Civil Legal Aid Act 1995. The Board’s remit was widened in 2011 to include responsibility for providing a family mediation service. The Board has thirty-four full time law centres located throughout the country. Family mediation services are provided from 16 locations, a number of which are co-located or in the process of being co-located with law centres. The Board provides legal services through Private Practitioner Schemes and is also responsible for a Refugee Documentation Centre and the administration of three ad hoc Criminal Legal Aid Schemes.

The Board's Mission as set out in its Statement of Strategy 2024-2026, is

*“To assist in the resolution of disputes through family mediation where possible and  
appropriate, and to ensure that the civil legal system is available to all citizens who are eligible. We provide expert legal services to clients of modest means and family mediation services to all through local Law and Mediation Centres, which are based in the communities they serve.”*

The Board itself consists of a chairperson and twelve ordinary members. They are appointed by the Minister for Justice and have a five-year term of office.

The Board has an executive management structure primarily located at its Head Office at Quay St, Cahirciveen, Co Kerry and also at an office at 48/49 North Brunswick St, George’s Lane, Smithfield, Dublin 7.

You can find our social media channels here:

Twitter: @Legal\_Aid\_Board

LinkedIn <https://www.linkedin.com/company/legal-aid-board>

More details about the Legal Aid Board can be obtained by accessing the Board’s website [www.legalaidboard.ie.](http://www.legalaidboard.ie/)

Overview of the Role

The key features of the role are:

Clerical Officers in the Legal Aid Board carry out a range of duties which can vary with work assignment. They provide essential clerical and administrative support to the many functions of the Board. Clerical Officers are often 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 that may be able to meet their needs.

A Clerical Officer in the Legal Aid Board can fill many different roles including but not limited to;

* General administrative work including; filing, photocopying, answering and making telephone calls, dealing with emails, reception duties, drafting letters
* Supporting line managers and colleagues
* Working as part of a team in delivering services
* Communicating and dealing with clients e.g., responding to queries and providing information via telephone or email
* Providing the highest standards of customer service
* Using Information Technology on a daily basis e.g., word processing, spreadsheets, database, emails and internet
* Maintaining high quality records in a thorough and organised manner
* Checking all work thoroughly to ensure it is completed to a high standard
* Approaching work in a careful and methodical manner, displaying accuracy at all time, even when conducting repetitive work

Clerical Officer Competencies

Candidates should demonstrate the skills and capabilities under the six main competencies identified for this role:

* Team Work
* Information Management and Processing
* Delivery of Results
* Customer Service and Communication Skills
* Specialist Knowledge, Expertise and Self Development
* Drive and Commitment to Public Service Values

Candidates to be called for interview may be shortlisted on the basis of the information provided in the Application Forms.

Please see Appendix I for more information on the Clerical Officer competencies.

Essential entry requirements

Candidates must by the closing date of the competition;

* Have the requisite fluency, knowledge, skills and competencies to carry out the role
* Have an appropriate level and experience of relevant ICT skills, e.g., proficiency in Word, Excel and email.
* Be at least 17 years of age
* Fulfil Citizenship, Garda Vetting Clearance and Reference check requirements – further information below
* Ensure that they meet the criteria regarding Public and Civil Service Redundancy, Ill health Retirement Schemes
* Demonstrate the skills and capabilities under the competencies identified for this role.

As an **Employer of Choice,** the Civil Service has many flexible and family friendly policies e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a ‘blended’ basis) etc.  All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation and on a case-by-case basis.

The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations

Principal Conditions of Service

General

The appointment is to a position of Clerical Officer in the Legal Aid Board. Employees of the Legal Aid Board are Civil Service and are subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Pay

**Clerical Officer PPC Salary Scale – from 1st August 2025**

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| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** |
| 596.11 | 629.46 | 637.94 | 654.47 | 678.87 | 703.22 | 727.55 | 745.29 | 765.40 | 788.74 | 805.15 | 828.27 | 851.22 | 887.50 | 915.19 | 928.12 |
|  |  |  |  |  |  |  |  |  |  |  |  |  | NMAX | LSI1 | LSI2 |

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses’ and Children’s scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

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| Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.  Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line will current Government Policy.  Payment will be made weekly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.  Successful candidates will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners. |

Tenure and Probation

The appointment may be to a permanent or temporary position in the Civil Service.

The probationary contract will be for a period of one year from the date specified on the contract.

The contract for a temporary position will be for a period specified in the contract. Candidates offered a fixed term contract post from this competition will remain under consideration for any future permanent posts. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you –

* have performed in a satisfactory manner,
* have been satisfactory in general conduct, and
* are suitable from the point of view of health with particular regard to sick leave.

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Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A (2) Civil Service Regulation Acts 1956–2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the Legal Aid Board and you will be given a copy of the Department of Public Expenditure and Reform’s guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In certain circumstances your contract may be extended and your probation period suspended. The extension must be agreed by both parties.

* The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
* In relation to an employee absent on Parental Leave or Carers Leave, the employee may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation.
* Any other statutory provision providing that probations shall –

1. Stand suspended during an employee’s absence from work, and
2. Be completed by the employee on the employees return from work after such absence.

When the probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

All appointees will serve a one-year probationary period.  If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise.  In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

Unfair Dismissals Act 1977-2015

The Unfair Dismissals Acts 1977-2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

Duties

The Officer will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict in any way with the position to which the candidate is appointed.

The Organisation of Working Time Act

The terms of the Organisation of Working Time Act 1997 will apply, where appropriate, to this employment.

Headquarters

The Officer’s headquarters will be such as may be designated from time to time by the Head of the Department. When absent from home and headquarters on official duty, appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net per week. Where extra attendance is necessary, overtime payments will be allowed in accordance with the Civil Service overtime regulations.

Annual Leave

The annual leave for this position is 22 days, rising to 23 after 5 years’ service, 24 days after 10 years’ service, 25 after 12 years’ service and 26 after 14 years’ service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave Circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the Legal Aid Board. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil 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.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie).

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.

Key provisions attaching to membership of the Single Scheme are as follows:

 Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.

* 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

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.

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| 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. |

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 previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills 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).

Ill-Health-Retirement

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO’s office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

*Appointment post ill-health retirement from Civil Service*

If successful in their application through the competition, the applicant should to be aware of the following:

* If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
* If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
* The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

*Appointment post ill-health retirement from Public Service*

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](https://hr.per.gov.ie/wp-content/uploads/2020/06/Ill-Health-Retirement-linked-document.pdf) or upon request to PAS.

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 Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017**. Note**: ASC deductions are in addition to any pension contributions (main scheme and spouses’ and children’s contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website - [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie).

**Secrecy, Confidentiality and Standards of Behaviour:** **Official Secrecy and Integrity**

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

**Civil Service Code of Standards and Behaviour**

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

**Ethics in Public Office Acts**

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

**Prior approval of publications**

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

**Political Activity**

During the term of employment, the officer will be subject to the rules governing public servants and politics.

All circulars are available on the website [www.circulars.gov.ie](http://www.circulars.gov.ie) or from the Personnel Section.

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| Candidates should note that different terms and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.  The information in this booklet represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate. |

General Matters

Eligibility to Compete and Certain Restrictions on Eligibility

**Citizenship Requirements**

Eligible candidates must be:

* A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
* A citizen of the United Kingdom (UK); or
* A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
* A non-EEA citizen has a stamp 4 visa; or
* 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
* 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.

\*Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

**To qualify candidates must be eligible by the date of any job offer.**

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 01 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 Payments 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 Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 01 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 moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition*.* People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 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 above, 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 2 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).

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. 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.

Competition Process

How to apply

In order to apply a candidate must submit a completed application form. Application forms are only available from our website at [www.legalaidboard.ie](http://www.legalaidboard.ie)

Candidates should note that the onus is on the candidate to submit a fully completed application. Where an incomplete or blank application form is submitted, a candidate’s application may be cancelled without further notice.

Application forms must be submitted by email and must be sent in .**PDF or MS Word format only**.

Completed application forms must be submitted by email to **Clerical Officer** **Cahirciveen c**ompetition at [recruitment@legalaidboard.ie](mailto:recruitment@legalaidboard.ie) by 4pm on the specified closing date.

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| **Only applications fully submitted electronically by email will be accepted into the campaign. Applications will not be accepted after the closing date.** |

General Information

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Legal Aid Board is satisfied that such person fulfils the requirements of the competition 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 that 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 the Legal Aid Board will not be responsible for refunding any expenses incurred.

Prior to recommending any candidate for appointment to this position the Legal Aid Board will make all such enquiries that are deemed necessary e.g., employer references, Garda vetting or any other enquiries as are deemed necessary to determine the suitability of that candidate.

Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment.

Security Clearance

All applicants will be required to complete and return a Garda Vetting Form should you come under consideration for appointment. This form will be forwarded to An Garda Siochana to initiate security checks. Job offers will only be made where the Board has deemed the candidate suitable following consideration of the outcome of the Garda vetting process. The Board will fully comply with the requirements of GDPR at all stages of the vetting process. The appointment of a candidate is also dependant on satisfactory reference checking.

Reschedule Requests

Reschedule requests will only be considered under exceptional circumstances as deemed acceptable by the Legal Aid Board. Please note that supporting documentation may be requested as evidence.

Closing date

The completed application form must be forwarded so as to reach the Board not later than **4.00 pm Monday 13th October 2025.** If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please contact: Human Resources at 066 9471021.

Candidates should make themselves available on the date(s) specified by the Board and should make sure that the contact details specified on the application form are correct.

The Board will not be responsible for refunding any expenses incurred by candidates.

Selection Methods

These may include:

* shortlisting of candidates on the basis of the information contained in their application; and
* a competitive interview.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the Board is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Interviews will be held remotely. The Legal Aid Board is an Equal Opportunities Employer. Reasonable accommodation will be provided to candidates who identify that they have a disability which would render it more difficult for them to participate effectively in a remote interview process.

A panel may be formed from which future permanent or temporary vacancies will be filled at Clerical Officer Level that may arise in Cahirciveen, 12 months following the Panel’s establishment.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Board may decide that a number only will be called to interview. In this respect, the Board will select, based on an examination of the application forms and the requirements of the position, those who appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 1997 applications will be treated in strict confidence.

All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

General Information

Candidates’ Rights

The Legal Aid Board will consider requests for review in accordance with the provisions of the Codes of Practice published by the CPSA. The Codes of Practice and further information is available on the website of the Commission for Public Service Appointments http[://www.cpsa.ie/](http://www.cpsa.ie/)

Where a candidate is unhappy with an action or decision in relation to an application, they can seek an informal or formal review under Section 7 of the code of practice: -

* The candidate must address their concerns in relation to the process in writing, clearly outlining the reasons why they believe the selection process was unfair in their case. This must be sent to the Head of Recruitment, The Legal Aid Board, within 5 working days of notification of the selection decision. The informal review will usually be completed by a member of the HR Team.
* A complaint or request for a formal review must be made within 5 working days of the notification of the initial decision or within 5 working days of the outcome of the informal review stage, if availed of. This must be sent to the Head of Recruitment, The Legal Aid Board. The formal review will be completed by someone who is independent of the selection process.

Where a candidate believes that an aspect of the process breached the CPSA’s code of practice, they can have it investigated under Section 8 of the code by the CPSA.

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.  
  
**Candidates must not:**

* knowingly or recklessly provide false information,
* canvass any person with or without inducements, and
* interfere with or compromise the process in any way.

A third party must not personate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

* where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
* where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by the Board, or who do not, when requested, furnish such evidence as the Board require in regard to any matter relevant to their candidature, will have no further claim to consideration.

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| **Data Protection Act 2018**  When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and as part of the recruitment process, certain information you provide will be forwarded to the employing organisation. Such information held by the Legal Aid Board is subject to the rights and obligations set out in the Data Protection Act 2018.  For more information on how we retain and use your personal data, please review our Data Protection Data Statement, which includes instructions on their right to withdraw consent at any point:  This is available at <https://www.legalaidboard.ie/en/Contact-Us/Data-Protection/>  To make a subject access request under the Data Protection Act 2018, please submit your request in writing to; Data Protection Officer, Legal Aid Board, Quay Street, Cahirciveen, Co. Kerry, V23 RD36 or via [dataprotection@legalaidboard.ie](mailto:dataprotection@legalaidboard.ie).  Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes. |

Appendix I

Clerical Officer Level Competencies

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| 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 their 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 judgment 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 and Self Development | 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 |
| 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, persevering in the face of challenges and setbacks |
| Is personally honest and trustworthy |
| At all times, acts with integrity |

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Contact Us

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