

Expression of interest is invited for the above **Acting Position** based in SUSI, from existing Grade III staff currently employed by City of Dublin ETB.

Expression of Interest open to	All existing Grade III (Clerical Officers) currently employed within City of Dublin ETB.
Proposed Timeline	Shortlisting will take place commencing: 18 th August 2025 Interviews will commence week beginning: 25 th August 2025 <i>*All dates are subject to change and are for guidance only</i>
Duration of Position	This is an acting position for a period of a minimum of six months.
Salary	Will be paid at the appropriate point on the Grade IV salary scale in respect of the Acting Allowance. It should be noted that, in accordance with Department of Education rules applicable to ETBs, an acting-up allowance is not payable unless the acting-up period exceeds a continuous period of 84 days. This means that a person who is appointed to an acting-up position will not receive payment of an allowance until after they have been in the position for 84 days. However, they will then receive arrears of payment in respect of that period.
Hours of work	35 hours per week.
Location	The position will be based in SUSI, Shelbourne Road, Dublin 4. <i>Additional attendance onsite will be required as part of the role.</i>
Summary of Position	Additional temporary supervisory staff at Acting Grade IV Level is required for a period of a minimum of six months. This Acting position will be required from September 2025 in the Operations Unit, 1916 Customer Care Support Team providing support to applicants and external stakeholders via email. The Acting Grade IV will also assist in overseeing the assessment of 1916 Bursary, quality control, Appeals and Reporting.
Essential Requirements	<ul style="list-style-type: none"> • Be currently employed as a Grade III Clerical Officer within City of Dublin ETB. • Good educational standard, minimum Leaving Certificate or equivalent. • 2 year's satisfactory clerical experience or experience or training in an area relevant to the role. • Have the requisite knowledge, skills, and competencies to carry out the role. (Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service).
Desirable Requirements	<ul style="list-style-type: none"> • A relevant third level qualification. • High level of ICT competency including Microsoft Office Suite. • Excellent working knowledge of the Student Grant Scheme and related legislation. • In-depth knowledge of the processes and systems in place for the assessment of grant applications. • Staff supervisory experience. • Public service experience. • Experience in data entry and the use of on-screen workflow tools. • Ability to prioritise and manage work in a dynamic and pressurised environment. • Capacity to supervise staff, manage performance and monitor work quality. • Ability to manage own work and work of team to meet targets and deadlines. • Relevant experience of working within a target driven environment.

	<ul style="list-style-type: none"> • Solution focused and committed to high standards of service. • Can identify and understand key issues and trends. • Takes ownership of tasks and delivery of results. • Commitment to public and customer service delivery.
Principal Duties and Responsibilities	<p>Reporting to a Team Leader, the Grade IV position in SUSI is a Team Captain role, assisting the Team Leader in the management and supervision of the work of a team of staff involved in providing Customer Care Support directly to 1916 Bursary applicants via email, and the assessment of 1916 Bursary Applications.</p> <p>Team Captains are responsible for supporting their Team Leaders in all aspects of the work output and quality, training, knowledge and general management of their teams as set out in respect of the Grade IV Team Captain role above. They also have the following specific responsibilities within a team of assessors at Grade III (Clerical Officer) level:</p> <ul style="list-style-type: none"> • Monitoring staff output, staff performance and quality levels in the team. • Ensuring high levels of quality by - • Implementing quality controls and checks on assessment work, • Monitoring, recording and reporting on the quality levels of the team • Providing feedback and coaching to staff based on quality reports • Deputising in the absence of the Team Leader • Monitoring and reporting on issues that may arise within the team • Carrying out coaching and mentoring sessions with each team member as assigned by the Team Leader • Carrying out grant assessments and other work as assigned by the Team Leader from time to time. <p>Please note that attendance at SUSI Head Office in Ballsbridge is required as part of role.</p>
Competencies	<p><i>People Management</i></p> <ul style="list-style-type: none"> • Leads others, monitoring performance and trying to get the best out of people. • Allocates work fairly and appropriately and ensures that everybody does their fair share. • Addresses any performance issues in a timely, appropriate and constructive manner. • Involves others in decisions that affect them, allocating work fairly and appropriately. • Demonstrates trust in others to deal with important tasks and acknowledges a job well done. • Helps build effective relationships and resolve disagreements between team members. • Acts as an effective link between staff and other managers. <p><i>Information Management & Decision Making</i></p> <ul style="list-style-type: none"> • Follows procedures and ensures they are implemented in own area, understanding the rationale behind them. • Reviews completed work regularly and acts on learning points. • Evaluates current work practices to identify changes that could be made to improve efficiencies. • Can work effectively on a number of tasks at the same time. • Is comfortable working with and manipulating a range of data, e.g. numerical, written, etc. • Make sound appropriate decisions in a confident manner and can justify and stand by them. <p><i>Delivery of Results</i></p> <ul style="list-style-type: none"> • Delivers results on time and to a high standard. • Takes responsibility for own work and the work of the team. • Plans and prioritises the work schedule, ensuring the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands.

- Evaluates the current work practices to identify changes that could be made to help them run more effectively.
- Maintains accurate records and monitors work, ensuring any errors are identified and rectified.
- Appreciates the needs to delegate work appropriately rather than doing everything oneself.

Interpersonal & Communication Skills

- Shows respect, tact and maintains composure when dealing with customers or staff members.
- Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite.
- Listens to others and invites feedback, dealing with information in a constructive way.
- Influences others by actively listening and clearly expressing their position.
- Produces written letters / reports in a clear and concise manner.

Specialist Knowledge, Expertise and Self Development

- Develops and maintains the skills and expertise to perform in the role effectively, e.g. reliant technologies IT systems, relevant policies etc.
- Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department / Organisation and communicates this to the team.
- Leads by example, being committed to self-development and enhancing the knowledge and skills required to improve performance.

Drive & Commitment to Public Service Values

- Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles.
- Serves the Government and people of Ireland.
- Can work independently without excessive guidance or support.
- Demonstrates resilience in the face of significant demands and challenges.
- Ensures that the customer is at the heart of all services provided.
- Is personally honest and trustworthy.
- Acts with integrity and supports this in others.

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

Ideally you should include all elements of the STAR competency framework which is outlined as follows:

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?

To apply please upload your Letter of Application and CV on to our Online Platform The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CVSKU52VVTI>

Important Notes:

- Please ensure that your Letter of Application & CV clearly evidence the essential requirements.
- Applicants must create a profile in order to apply for positions / upload CV's via our online system, which can be done through the link above.
- Selection will be by the way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.
- Please note that it is the responsibility of the applicant to ensure that all application documents are received on time. Any technical difficulties encountered by the sender when submitting applications are not the

responsibility of City of Dublin ETB. Therefore, candidates are strongly advised to submit applications well before the 12 noon deadline on the specified closing date.

- *Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discover is made after appointment, in summary dismissal.*
- *A single combined interview will be organised for candidates that are successfully shortlisted for both Acting Grade IV and Acting Grade V positions for the purpose of placing successful candidates on either or both of the two panels to fill acting positions as they may arise in SUSI in the 2025 / 2026 application year.*
- *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.*

Latest date for receipt of completed profiles and upload requirements is:

Friday 15th August 2025

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

*Dr. Christy Duffy,
Chief Executive.*