

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

<b>Expression of Interest open to</b>	All existing Grade III (Clerical Officers) and Grade IV (Assistant Staff Officers) currently employed within City of Dublin ETB.
<b>Proposed Timeline</b>	Shortlisting will take place commencing: 18 <sup>th</sup> August 2025 Interviews will commence week beginning: 25 <sup>th</sup> August 2025  <i><b>*All dates are subject to change and are for guidance only</b></i>
<b>Duration of Position</b>	This is an acting position for a period of a minimum of six months.
<b>Salary</b>	Will be paid at the appropriate point on the Grade V 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.
<b>Hours of work</b>	35 hours per week.
<b>Location</b>	The position will be based in SUSI, Shelbourne Road, Dublin 4. <b><i>Additional attendance onsite will be required as part of the role.</i></b>
<b>Summary of Position</b>	Additional temporary supervisory staff at Acting Grade V 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 V will also oversee the assessment of 1916 Bursary, quality control, Appeals and Reporting.
<b>Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Be currently employed as a Grade III (Clerical Officer) or Grade IV (Assistant Staff Officer) within City of Dublin ETB.</li> <li>• Good educational standard, minimum Leaving Certificate or equivalent.</li> <li>• 2 year's satisfactory clerical experience or experience or training in an area relevant to the role.</li> <li>• 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).</li> </ul>
<b>Desirable Requirements</b>	<ul style="list-style-type: none"> <li>• A relevant third level qualification.</li> <li>• High level of ICT competency including Microsoft Office Suite.</li> <li>• Excellent working knowledge of the Student Grant Scheme and related legislation.</li> <li>• In-depth knowledge of the processes and systems in place for the assessment of grant applications.</li> <li>• Staff supervisory experience.</li> <li>• Public service experience.</li> <li>• Experience in data entry and the use of on-screen workflow tools.</li> <li>• Ability to prioritise and manage work in a dynamic and pressurised environment.</li> <li>• Capacity to supervise staff, manage performance and monitor work quality.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to manage own work and work of team to meet targets and deadlines.</li> <li>• Relevant experience of working within a target driven environment.</li> <li>• Solution focused and committed to high standards of service.</li> <li>• Can identify and understand key issues and trends.</li> <li>• Takes ownership of tasks and delivery of results.</li> <li>• Commitment to public and customer service delivery.</li> </ul>
<b>Principal Duties and Responsibilities</b>	<p>Reporting to a Senior Team Leader, the Acting Grade V position in SUSI Operations - 1916 Bursary Customer Care Support team, is a Team Leader role with responsibility for 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>The Team Leader of the 1916 Customer Care Support Team is responsible for all aspects of the work output, quality, training, knowledge and general management of their team. They have the following responsibilities within a team of assessors at Grade III (Clerical Officer) level:</p> <ul style="list-style-type: none"> <li>• Managing the communications between SUSI and 1916 Bursary Applicants including external stakeholders via email.</li> <li>• Managing the assessment of 1916 Bursary applications by assessment teams.</li> <li>• Ensuring high levels of work output and quality control within the team.</li> <li>• Ensuring that staff are fully trained and informed in relation to their work.</li> <li>• Managing staff attendance, training, performance, development and welfare.</li> <li>• Setting and achieving targets for team and individual team members.</li> <li>• Representing the team at daily planning and review meetings.</li> <li>• Monitoring and reporting on all administrative and 1916 Bursary processing controls.</li> <li>• Representing SUSI and presenting results of Appeals to the Independent Appeals Panel</li> <li>• Implementing proactive and reactive coaching and mentoring programmes with each member of the team.</li> <li>• Managing the Team Captain by defining, monitoring and reviewing workload and performance on an ongoing basis.</li> <li>• Other work as assigned by the Senior Team Leader from time to time</li> </ul>
<b>Competencies</b>	<p><b><i>People Management</i></b></p> <ul style="list-style-type: none"> <li>• Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues.</li> <li>• Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise</li> <li>• Values and supports the development of others and the team</li> <li>• Encourages and supports new and more effective ways of working</li> <li>• Deals with tensions within the team in a constructive fashion</li> <li>• Encourages, listens to and acts on feedback from the team to make improvements</li> <li>• Actively shares information, knowledge and expertise to help the team to meet its objectives</li> </ul> <p><b><i>Analysis &amp; Decision Making</i></b></p> <ul style="list-style-type: none"> <li>• Effectively deals with a wide range of information sources, investigating all relevant issues</li> <li>• Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc</li> <li>• Identifies and understands key issues and trends</li> <li>• Correctly extracts &amp; interprets numerical information, conducting accurate numerical calculations</li> <li>• Draws accurate conclusions &amp; makes balanced and fair recommendations backed up with evidence</li> </ul>

**Delivery of Results**

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results
- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

**Interpersonal & Communication Skills**

- Modifies communication approach to suit the needs of a situation/ audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation.
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

**Specialist Knowledge, Expertise and Self Development**

- Displays high levels of skills/ expertise in own area and provides guidance to colleagues.
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team.
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team.

**Drive & Commitment to Public Service Values**

- Is committed to the role, consistently striving to perform at a high level.
- Demonstrates flexibility and openness to change.
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks.
- Ensures that customer service is at the heart of own/teamwork.
- Is personally honest and trustworthy.
- Acts with integrity and encourages 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:

<b>S</b> ituation	Present a challenging situation you found yourself in.
<b>T</b> ask	What did you need to achieve from the situation?
<b>A</b> ction	What action did you personally take to achieve this?
<b>R</b> esult	What was the result of your action?

To apply please upload your Letter of Application and CV on our Online Platform The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CV6ZBLDWRG2>

**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 discovered 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 15<sup>th</sup> 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.*