

Grade IV – Assistant Staff Officer - SUSI
Specific Purpose Contract to Cover Maternity Leave
SUSI Operations
Ref: EO14MLS25

Expression of interest is invited for the above **specific purpose contract** in Operations Unit based in SUSI.

Expression of Interest open to	All existing Grade III (Clerical Officers) currently employed within SUSI
Proposed Timeline	Shortlisting will take place commencing: 11 th August 2025 Interviews will commence week beginning: 18 th August 2025 <i>*All dates are subject to change and are for guidance only</i>
Duration of Position	This is a specific purpose contract to cover maternity leave
Salary	Will be paid at the appropriate point on the Grade IV salary scale.
Hours of work	35 hours per week.
Location	The position will be based in SUSI
Details of Position	<p>A Specific Purpose Grade IV is required to cover Maternity Leave in the SUSI Operations Unit.</p> <p>Examples of team captain responsibilities in Operations include the following:</p> <p>Grant Assessment Assisting the Team Leader in the management and supervision of the work of a team of staff involved in the assessment of student grant applications.</p> <p>Appeals Review and decisions on statutory appeals received from students in respect of grant assessment decisions by SUSI, reassessment of upheld appeals, liaison and implementation of decisions of the independent Student Grants Appeals Board.</p> <p>Quality Assurance Continuous monitoring, analysis, feedback and reporting on the quality of the work output of grants assessment teams, performance of ad hoc internal audit and quality reviews, circulation of quality alerts to staff and provision of inputs to staff training.</p>
Essential Requirements	<ul style="list-style-type: none"> • Be currently employed as a Grade III Clerical Officer within SUSI. • Good educational standard, minimum Leaving Certificate or equivalent. • Have the requisite knowledge, skills, and competencies to carry out the role. • Be capable and competent of fulfilling the role to a high standard.
Desirable Requirements	<ul style="list-style-type: none"> • 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. • Solution focused and committed to high standards of service. • Can identify and understand key issues and trends.

	<ul style="list-style-type: none"> • Takes ownership of tasks and delivery of results. • Commitment to public and customer service delivery.
Duties and Responsibilities	<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. They also have the following specific responsibilities within a team of up to 12 assessors at Grade III (Clerical Officer) level:</p> <p>The general duties and responsibilities listed below are not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned from time to time and to contribute to the development of the post while in office:</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 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 grants 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>

To apply please upload your Letter of Application and CV to our Online Platform The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CVRHR4AW3ZK>

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.***

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

Monday 11th August 2025

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