

**Expression of Interest**  
**Grade IV – Assistant Staff Officer**  
**SUSI: Organisation Development**  
**Specific Purpose Contract**  
**Ref: EOI4S26**



Expression of interest is invited for the above Specific Purpose Contract position within the Organisation Development Unit of SUSI, from existing Grade III staff currently employed by City of Dublin ETB.

<b>Expression of Interest open to</b>	All existing Grade III (Clerical Officers) currently employed by City of Dublin ETB.
<b>Proposed Timeline</b>	Shortlisting will take place week beginning: 20 <sup>th</sup> April 2026 Interviews will commence week commencing: 27 <sup>th</sup> April 2026  <i>*All dates are subject to change and are for guidance only</i>
<b>Duration of Position</b>	This is a specific purpose contract to cover a temporary promotion.
<b>Salary</b>	Will be paid at the appropriate point on the Grade IV salary scale.
<b>Hours of work</b>	35 hours per week.
<b>Location</b>	The position is based in SUSI, Shelbourne Road, Dublin 4. <b>Additional attendance onsite will be required as part of the role.</b>
<b>Details of Position</b>	The position is a Specific Purpose Grade IV Team Captain position in the Organisation Development Unit in SUSI.
<b>Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Be currently employed as a Grade III Clerical Officer with City of Dublin ETB.</li> <li>• Good educational standard, minimum Leaving Certificate or equivalent.</li> <li>• Have the requisite knowledge, skills, and competencies to carry out the role.</li> <li>• Be capable and competent of fulfilling the role to a high standard.</li> </ul>
<b>Desirable Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative within a flexible, co-operative team structure.</li> <li>• Excellent research and administrative skills.</li> <li>• High level of communication and interpersonal skills.</li> <li>• Can prioritise work effectively.</li> <li>• Ability to work to a high level of quality and attention to detail.</li> <li>• Discretion and confidentiality.</li> <li>• Excellent analytical and decision-making skills.</li> <li>• Understanding of the importance of building and maintaining relationships.</li> <li>• Deals with colleagues in an effective, efficient and respectful manner.</li> <li>• Adaptable within a changing environment.</li> <li>• High level of ICT competency.</li> </ul>
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Supporting the OD Unit in all administrative tasks related to onboarding and training.</li> <li>• Assisting with the recruitment of new temporary staff.</li> <li>• Assisting the OD Unit with the ongoing update of the SUSI Hub project.</li> <li>• Monitoring the unit's mailbox and promptly actioning emails on behalf of the team.</li> <li>• Creation of online assessment tools and surveys.</li> <li>• Supporting the delivery through specific projects of the Model Workplace Pillar of SUSI's Strategy 2023-2028.</li> <li>• Supporting the day-to-day work of the OD Unit.</li> <li>• Assisting the Grade V Team Leaders in their daily work.</li> <li>• Other work as assigned by the Learning and Development Officer from time to time.</li> </ul>

<p><b>Competencies</b></p>	<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> <p><b><i>Delivery of Results</i></b></p> <ul style="list-style-type: none"> <li>• Takes ownership of tasks and is determined to see them through to a satisfactory conclusion</li> <li>• Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation</li> <li>• Constructively challenges existing approaches to improve efficient customer service delivery</li> <li>• Accurately estimates time parameters for project, making contingencies to overcome obstacles</li> <li>• Minimises errors, reviewing learning and ensuring remedies are in place</li> <li>• Maximises the input of own team in ensuring effective delivery of results</li> <li>• Ensures proper service delivery procedures/protocols/reviews are in place and implemented</li> </ul> <p><b><i>Interpersonal &amp; Communication Skills</i></b></p> <ul style="list-style-type: none"> <li>• Modifies communication approach to suit the needs of a situation/ audience</li> <li>• Actively listens to the views of others</li> <li>• Liaises with other groups to gain co-operation.</li> <li>• Negotiates, where necessary, in order to reach a satisfactory outcome</li> <li>• Maintains a focus on dealing with customers in an effective, efficient and respectful manner</li> <li>• Is assertive and professional when dealing with challenging issues</li> <li>• Expresses self in a clear and articulate manner when speaking and in writing</li> </ul> <p><b><i>Specialist Knowledge, Expertise and Self Development</i></b></p> <ul style="list-style-type: none"> <li>• Displays high levels of skills/ expertise in own area and provides guidance to colleagues.</li> <li>• 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.</li> <li>• Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team.</li> </ul> <p><b><i>Drive &amp; Commitment to Public Service Values</i></b></p> <ul style="list-style-type: none"> <li>• Is committed to the role, consistently striving to perform at a high level.</li> <li>• Demonstrates flexibility and openness to change.</li> <li>• Is resilient and perseveres to obtain objectives despite obstacles or setbacks.</li> <li>• Ensures that customer service is at the heart of own/teamwork.</li> </ul>
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- 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 CV and Letter of Application, as one attachment, on The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CVHQG2ESP4J>

**Important Note:** Please ensure that your letter of application & CV clearly evidence the essential requirements and desirable requirements where applicable.

**Latest date for receipt of completed online applications is: 12 noon Friday 17<sup>th</sup> April 2026**

**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 below.*
- *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.*
- *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.*

*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.