

Expression of Interest



Grade V – Staff Officer Specific Purpose Contract SUSI - Operations Unit Ref: EO15SPSO26

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

Expression of Interest open to	All existing Grade III (Clerical Officers) and Grade IV (Assistant Staff Officers) currently employed within City of Dublin ETB.
Proposed Timeline	Shortlisting will take place commencing: 25 th May 2026 Interviews will commence week beginning: 1 st June 2026 <i>*All dates are subject to change and are for guidance only</i>
Duration of Position	This is a specific purpose position to cover a temporary promotion.
Salary	Will be paid at the appropriate point on the Grade V salary scale
Hours of Work	35 hours per week.
Location	The position will be based in SUSI, Shelbourne Road, Dublin 4. Additional attendance onsite will be required as part of the role.
Summary of Position	<p>The position is a Specific Purpose Grade V Team Leader position in the Operations Unit in SUSI and will be in one of the following areas:</p> <p>Assessment Reporting to a Senior Team Leader, the Grade V position in Grants Assessment, SUSI is a Team Leader role with responsibility for the management and supervision of the work of a team of staff involved in the assessment of student grant applications.</p> <p>Team Leaders in Grant Assessment are responsible for all aspects of the work output, quality, training, knowledge and general management of their teams. They have the following responsibilities within a team of 6 to 14 assessors at Grade III (Clerical Officer) level.</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> <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>
Essential Requirements	<ul style="list-style-type: none"> • Be currently employed as a Grade III (Clerical Officer) or Grade IV (Assistant Staff 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.

	<ul style="list-style-type: none"> • 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. • Takes ownership of tasks and delivery of results. • Commitment to public and customer service delivery.
<p>Principal Duties and Responsibilities</p>	<p>Reporting to a Senior Team Leader, the Grade V position in Operations, SUSI is a Team Leader role with responsibility for the management and supervision of the work of a team of staff involved in the assessment of student grant applications.</p> <p>Team Leaders in Operations are responsible for all aspects of the work output, quality, training, knowledge and general management of their teams. The following list is representative but not exhaustive of the responsibilities of a Team Leader within a team of 6 to 14 assessors at Grade III (Clerical Officer) level:</p> <ul style="list-style-type: none"> • Managing the assessment of student grant applications by the team. • Ensuring high levels of work output and quality control within the team. • Ensuring that staff are fully trained and informed in relation to their work. • Managing staff attendance, training, performance, development and welfare. • Setting and achieving targets for team and individual team members. • Representing the team at daily planning and review meetings. • Monitoring and reporting on all administrative and grant processing controls. • Implementing proactive and reactive coaching and mentoring programmes with each member of the team. • Managing the Team Captain by defining, monitoring and reviewing workload and performance on an ongoing basis. • Other work as assigned by the Senior Team Leader from time to time.
<p>Competencies</p>	<p><i>People Management</i></p> <ul style="list-style-type: none"> • Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues. • Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise • Values and supports the development of others and the team • Encourages and supports new and more effective ways of working • Deals with tensions within the team in a constructive fashion • Encourages, listens to and acts on feedback from the team to make improvements • Actively shares information, knowledge and expertise to help the team to meet its objectives <p><i>Analysis & Decision Making</i></p> <ul style="list-style-type: none"> • Effectively deals with a wide range of information sources, investigating all relevant issues • Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc • Identifies and understands key issues and trends • Correctly extracts & interprets numerical information, conducting accurate numerical calculations • Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

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:

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

To apply please upload your Letter of Application and CV, as one attachment, on The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CVMED47N9KQ>

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 22nd May 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 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 discovery is made after appointment, in summary dismissal.***
- ***A panel may be formed to fill Expression of Interest/Specific Purpose Grade 5 positions as they may arise in SUSI Operations.***
- ***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.**