

Expression of Interest



Grade V – Staff Officer SUSI: Organisation Development Specific Purpose Covering Temporary Promotion Ref: EOISP5S25

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: 12 th January 2026 Interviews will commence week beginning: 19 th January 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 position. |
| 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 | The position is a Specific Purpose Grade V Team Leader position in the Organisation Development Unit in SUSI. |
| 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"> • Ability to work on own initiative within a flexible, co-operative, team structure. • Excellent research and content preparation skills. • Ability and willingness to deliver presentations to groups either in person or remotely online. • High level of communication and interpersonal skills. • Can prioritise work effectively. • Ability to work to a high level of quality and attention to detail. • Discretion and confidentiality. • Strategic approach to work. • Excellent judgement and decision-making skills. • Understanding of the importance of building and maintaining relationships. • Deals with colleagues in an effective, efficient and respectful manner. • Adaptable within a changing environment. • Understanding of and commitment to diversity, inclusion and accessibility. |
| Principal Duties and Responsibilities | <ul style="list-style-type: none"> • Reviewing and preparing training content for delivery. • Assisting with the recruitment of new temporary staff. • Delivering classroom-based and hybrid training to new SUSI staff and Support Desk staff. • Preparing content and delivering remote training to groups where required. • Assisting with the OD Unit's 'How-To' Video Series. |

| | |
|---------------------|--|
| | <ul style="list-style-type: none"> • Creation and review of online assessment tools and surveys. • Supporting the OD Unit in all duties related to onboarding and training. • Representing the OD Unit at daily planning and review meetings. • Supporting the day-to-day work of the OD Unit. • Supporting the delivery through specific projects of the Model Workplace Pillar of SUSI's Strategy 2023-2028. • Other work as assigned by the Learning and Development Officer from time to time. |
| Competencies | <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 <p><i>Delivery of Results</i></p> <ul style="list-style-type: none"> • 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 <p><i>Interpersonal & Communication Skills</i></p> <ul style="list-style-type: none"> • 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 <p><i>Specialist Knowledge, Expertise and Self Development</i></p> <ul style="list-style-type: none"> • Displays high levels of skills/ expertise in own area and provides guidance to colleagues. |

| | | | | | | | | | |
|-------------------|--|-------------------|--|--------------|--|----------------|--|----------------|-------------------------------------|
| | <ul style="list-style-type: none"> 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. <p>Drive & Commitment to Public Service Values</p> <ul style="list-style-type: none"> 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. <p>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:</p> <table border="1"> <tr> <td>Situation</td><td>Present a challenging situation you found yourself in.</td></tr> <tr> <td>Task</td><td>What did you need to achieve from the situation?</td></tr> <tr> <td>Action</td><td>What action did you personally take to achieve this?</td></tr> <tr> <td>Result</td><td>What was the result of your action?</td></tr> </table> | 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? |
| 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? | | | | | | | | |

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.**

To apply please upload your Letter of Application and CV, as one attachment, on our Online Platform The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CVDYR5RDXEU>

Latest date for receipt of completed profiles and upload requirements is: Monday 5th January 2026

**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.