

**Grade V - Staff Officer**  
**Specific Purpose Contract: Sick Leave**  
**FET College Ballyfermot, Chapelizod Hill**  
**Ref: EO15SPB26**

<b>Expression of Interest open to</b>	All existing Grade III (Clerical Officers) and Grade IV (Assistant Staff Officers) currently employed by City of Dublin ETB.
<b>Proposed Timeline</b>	Shortlisting will take place week commencing: 8 <sup>th</sup> June 2026 Interviews will commence week beginning: 15 <sup>th</sup> June 2026 <i>*All dates are subject to change and are for guidance only</i>
<b>Duration of Position</b>	This is a specific purpose post to cover a period of sick leave.
<b>Salary</b>	Will be paid at the appropriate point on the Grade V salary scale.
<b>Hours of work</b>	35 hours per week.
<b>Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Be currently employed in an administrative capacity, Grade III or Grade IV, with City of Dublin ETB.</li> <li>• Have successfully completed their probation period or have successfully completed a probation period at a lower eligible grade.</li> <li>• Possess 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> <li>• Have a high level of ICT competency on Microsoft packages, particularly MS Excel</li> <li>• Knowledge and experience of working with SUN/P2P or SAP systems or equivalent tier 1 ERP system.</li> <li>• Knowledge and experience of working with Training Centre IT platforms such as PLSS, RCCRS, ACSS, TACS and AOL.</li> </ul>
<b>Desirable Requirements</b>	<ul style="list-style-type: none"> <li>• Have experience in managing staff including but not limited to general staff supervision, teamwork scheduling, staff development and training.</li> <li>• Self-starter with an ability to use initiative (being self-motivated, flexible and results focused etc.) to prioritise and manage work in a dynamic and pressurised environment.</li> <li>• Excellent judgement, problem-solving, analytical, and decision-making skills.</li> <li>• A commitment to teamwork and leading change and a demonstrated ability to manage resources effectively.</li> <li>• Strong skills in building productive working relationships and the ability to foster strong links with a range of internal and external stakeholders.</li> <li>• Excellent communication and interpersonal skills, including report writing and presentation skills.</li> <li>• Understand the main features and current challenges of public service and regulatory reform, including the delivery by the Department of Education of shared services to the education sector.</li> <li>• Knowledge/experience of Learner based systems.</li> <li>• Knowledge/experience of bookkeeping and accounts.</li> <li>• Knowledge/experience of Procurement and Stock Control.</li> <li>• Knowledge/experience of Training Standards/Quality Assurance</li> <li>• Knowledge/experience of Apprenticeship administration.</li> </ul>
<b>Duties and Responsibilities</b>	Reporting to the Training Standards Officer / Assistant Manager / Training Centre Manager (APO) as appropriate to the assignment, the Grade V Staff Officer will undertake the general duties and responsibilities listed below which are not a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post to which they are

	<p>appointed. The duties assigned will be relevant to the area to which the person is assigned.</p> <ul style="list-style-type: none"> <li>• Provide senior administrative support to the assigned operational unit to assist in ensuring that City of Dublin ETB delivers on its strategic objectives and goals.</li> <li>• Provide senior administrative support to the Apprenticeship Services Unit.</li> <li>• Provide senior administrative support to the Training Services Administration Unit.</li> <li>• Provide senior administrative support to the Training Standards Office.</li> <li>• Provide senior administrative support to the Stores/Procurement Unit.</li> <li>• Provide senior administrative support in liaising with City of Dublin ETB's internal departments and wider stakeholders including Government Departments, SOLAS, ESBS Shared Services, ETBI as required.</li> <li>• Provides senior administrative support to ensure compliance with City of Dublin ETB's policies and procedures.</li> <li>• Provide senior administrative support in document management.</li> <li>• To conduct research and generate reports as required for the management team.</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 new and more effective ways of working.</li> <li>• Encourages and supports new and more effective ways of working.</li> <li>• Deals with tensions within the team in a constructive.</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 range of information sources, investigating all relevant issues.</li> <li>• Understands the practical implication of information sources, investigating all relevant issues.</li> <li>• Identifies and understands key issues and trends.</li> <li>• Correctly extracts and interprets numerical information, conducting accurate numerical calculations.</li> <li>• Draws accurate conclusions and 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>• Liaises with other groups to gain co-operation.</li> <li>• Actively listens to the views of others.</li> <li>• Negotiates, where necessary, in order to reach a satisfactory outcome.</li> </ul>

- 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 & 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 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, within your application form.

Ideally you should include all elements of the STAR competency framework which is outlined as follows:

<b>Situation</b>	Present a challenging situation you found yourself in.
<b>Task</b>	What did you need to achieve from the situation?
<b>Action</b>	What action did you personally take to achieve this?
<b>Result</b>	What was the result of your action?

To apply please upload your CV and Letter of Application, as one attachment, on our Online Platform The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CV5MSLZ5X9Z>

**Important Notes:**

- **Please ensure that your letter of application & CV clearly evidence the essential requirements, and where applicable desirable 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.**
- **Creating a profile is NOT applying for a position.**
- **After a profile is created only then can positions be applied for. The system will generate an email advising that a position has been applied for, and will provide the reference number, if you do not receive this confirmation you have not applied for the position.**
- **Staff with queries should contact [applications@cdetb.ie](mailto:applications@cdetb.ie) for assistance quoting the reference number, however staff with technical queries should use the help function available at the login area.**
- **Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection processor, were discovery 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.**
- **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 **Friday 5<sup>th</sup> June 2026**

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