

Information Guide

Internal Competition:

Acting Assistant Staff Officer (Grade IV) – SUSI

Team Captain

Ref: AG4S26



City of Dublin Education and Training Board (City of Dublin ETB) was established on 1st July 2013 under the Education and Training Boards Act, 2013. City of Dublin ETB has 3,000 employees and an annual budget of €580m. It is the state education and training authority for Dublin city and serves the area covered by Dublin City Council. This provision is delivered to over 48,000 learners (20,000 full-time and 28,000 part-time) and is supported by a range of services including a psychological service, a curriculum development unit, a buildings maintenance unit, and Head Office staff in Ballsbridge. It also has statutory responsibility for supporting the provision, coordination, administration, and assessment of youth work services in Dublin city and is the lead partner for Music Generation Dublin City.

City of Dublin ETB is also responsible for the national awarding authority for student grants in Ireland, Student Universal Support Ireland (SUSI). Student Universal Support Ireland (SUSI) is a unit of City of Dublin ETB which is designated by the Minister for Further and Higher Education, Research, Innovation and Science as the single Irish national awarding authority for student grants in further and higher education. SUSI is a dynamic workplace based in Ballsbridge, Dublin 4 and features a challenging balance of day-to-day operations and strategic development projects. The core work of SUSI involves the annual processing of large numbers of online grant applications within short timeframes to determine eligibility under the criteria of the Student Grant Scheme. Approximately 100,000 grant applications are received on an annual basis. SUSI has also broadened its functions in recent years and now provides services relating to the 1916 Bursary, the International Protection Student Scheme, the PLC Bursary for Displaced Persons (Ukraine), the National Tertiary Office Programmes and the All-Ireland Scholarship.

Please note that a Panel may be formed from which future vacancies at Acting Assistant Staff Officer Level may be filled.

Proposed Timeframe	Shortlisting will take place week commencing: 26 th January 2026 Interviews will commence week beginning: 9 th February 2026 <i>*All dates are subject to change and are for guidance only</i>
Salary	An acting-up allowance equivalent to the difference between the appointee's current salary point and the first point of the higher scale will be paid. <i>In accordance with Clarification Note from DES – March 15th 2019 regarding Acting Up Allowances in ETB's it should be noted that any acting-up allowance will not be payable unless the acting-up period exceeds a continuous period of 84 days. This means that the person who is appointed to act up in a sanctioned acting-up position will not receive payment until day 85 of their acting up period has been reached. However, they will then receive arrears of payment in respect of that period.</i>
Annual Leave	23 Working Days Per Annum (pro rata).
Hours of Work	35 Hours per week
Location of Position	The position will be based in SUSI, Shelbourne Road, Dublin 4. <i>Additional attendance onsite will be required as part of the role.</i>
Summary of Position	Additional temporary supervisory staff at Acting Grade V and Acting Grade IV Levels are required for a period of six months. It is expected that the majority of these acting positions will be required between April and November in the Grants Assessment Unit. However, acting positions may also be filled, as required, in other areas of operations within SUSI, within different timeframes and where the relevant skills and experience for work in such an area are demonstrated at interview. Staff may also be assigned by the CE of City of Dublin ETB to other duties appropriate to the position and to other City Dublin ETB locations. Examples of team responsibilities in other areas of SUSI include the following:

	<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> <p>Payments Production of weekly, fortnightly, monthly and other grant payments to students and colleges, reconciliation of student and college accounts, payment of bursaries and scholarships on behalf of the Department of Education and Skills, reporting and analysis of payment information and handling payment queries arising.</p> <p>Communications & Customer Services Providing information services and support to applicants and external stakeholders, including through external communications, information materials, support desk, college outreach, social media, complaints handling and up to date website information.</p> <p>Corporate Services Processing of requisition and purchase orders, invoice payments, reception desk, building facilities and services including workplace health and safety.</p> <p>ICT Administration and Support Specification, development, testing and day-to-day administration of SUSI ICT systems, liaison with service providers, and providing a customer service helpdesk for technical queries.</p> <p>Governance Ensuring that all relevant agreements, policies and legislation are correctly implemented by SUSI on behalf of City of Dublin ETB.</p> <p>Organisation Development Responsibility for the development of SUSI strategic planning and staff development including the delivery of onsite and online training to new and existing staff.</p> <p>mySUSI Support for the administration of once-off development projects for new and enhanced SUSI systems and services and annually recurring business process and systems improvement projects.</p>
Essential Requirements	<ul style="list-style-type: none"> • Must be currently employed as a Grade III (Clerical Officer) with City of Dublin ETB. • Good educational standard, minimum Leaving Certificate or equivalent. • 2 years' 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. • 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.

	<ul style="list-style-type: none"> • 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.
Principal Duties and Responsibilities	<p>Reporting to a Team Leader, the Grade IV position in SUSI is a Team Captain role, 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>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 as set out in respect of the Grade IV Team Captain role above. They also have the following specific responsibilities within a team of 6 to 14 assessors at Grade III (Clerical Officer) level:</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 grant 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>
Competencies	<p><i>People Management</i></p> <ul style="list-style-type: none"> • Leads others, monitoring performance and trying to get the best out of people. • Allocates work fairly and appropriately and ensures that everybody does their fair share. • Addresses any performance issues in a timely, appropriate and constructive manner. • Involves others in decisions that affect them, allocating work fairly and appropriately. • Demonstrates trust in others to deal with important tasks and acknowledges a job well done. • Helps build effective relationships and resolve disagreements between team members. • Acts as an effective link between staff and other managers. <p><i>Information Management & Decision Making</i></p> <ul style="list-style-type: none"> • Follows procedures and ensures they are implemented in own area, understanding the rationale behind them. • Reviews completed work regularly and acts on learning points. • Evaluates current work practices to identify changes that could be made to improve efficiencies. • Can work effectively on a number of tasks at the same time. • Is comfortable working with and manipulating a range of data, e.g. numerical, written, etc. • Make sound appropriate decisions in a confident manner and can justify and stand by them. <p><i>Delivery of Results</i></p> <ul style="list-style-type: none"> • Delivers results on time and to a high standard.

- Takes responsibility for own work and the work of the team.
- Plans and prioritises the work schedule, ensuring the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands.
- Evaluates the current work practices to identify changes that could be made to help them run more effectively.
- Maintains accurate records and monitors work, ensuring any errors are identified and rectified.
- Appreciates the needs to delegate work appropriately rather than doing everything oneself.

Interpersonal & Communication Skills

- Shows respect, tact and maintains composure when dealing with customers or staff members.
- Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite.
- Listens to others and invites feedback, dealing with information in a constructive way.
- Influences others by actively listening and clearly expressing their position.
- Produces written letters / reports in a clear and concise manner.

Specialist Knowledge, Expertise and Self Development

- Develops and maintains the skills and expertise to perform in the role effectively, e.g. reliant technologies IT systems, relevant policies etc.
- Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department / Organisation and communicates this to the team.
- Leads by example, being committed to self-development and enhancing the knowledge and skills required to improve performance..

Drive & Commitment to Public Service Values

- Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles.
- Serves the Government and people of Ireland.
- Can work independently without excessive guidance or support.
- Demonstrates resilience in the face of significant demands and challenges.
- Ensures that the customer is at the heart of all services provided.
- Is personally honest and trustworthy.
- Acts with integrity and supports 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, on the application form, 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:

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

Terms & Conditions of Appointment

The appointment will be subject to the sanction of the Chief Executive.
External work may not be undertaken without the prior consent of City of Dublin ETB.

This post is to a temporary seasonal position of six months duration only and is confined to existing temporary and permanent employees of City of Dublin ETB.

Sick Leave and Special Leave	Sick leave and special leave may be allowed in accordance with the conditions in force for the time being for Officers employed under the Schemes of Education and Training Boards.
Referees	<p>Candidates must supply details of two referees on their application form, please note that these referees should have knowledge of you and your work to whom professional reference can be made. One of which should be your current or most recent employer.</p> <p>Referees may be contacted directly pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.</p>

Notes:

- A single combined competition is being organised for the purpose of placing successful candidates on either or both of two panels to fill temporary positions at acting Grade IV and acting Grade V levels as they may arise in the 2026-27 application year.
- Please note that it is the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when forwarding 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.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications may not be considered.
- All enquiries regarding your application should be made to applications@cdetb.ie. You must use the post reference in the subject line of the email.
- 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.
- 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.
- 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.

Completed online applications should be submitted no later than:

12 noon on Friday 23rd January 2026.

Late applications will not be accepted. Shortlisting may take place.

Canvassing will disqualify.

City of Dublin Education and Training Board is an equal opportunities employer.

Dr. Christy Duffy
Chief Executive.