

Information Guide

Internal Competition:

1916 Bursary Customer Care Team

Acting Staff Officer (Grade V) – SUSI

Team Leader

Ref: AG51916S26



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 Staff Officer Level in SUSI's 1916 Bursary Customer Care Team within the Communications and Customer Services Unit may be filled.

Proposed Timeframe	Shortlisting will commence on: 22 nd July 2026 Interviews will take place week beginning: 3 rd August 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. It should be noted that any acting-up allowance will not be payable unless the acting-up period, in the role, 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 period has been reached, in the role. However, they will then receive arrears of payments in respect of that period.
Annual Leave	25 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	An additional temporary supervisory staff member at Acting Grade V level is required for a period of a minimum of six and a half months. This Acting position will be required from mid -August 2026 in the Communications and Customer Service Unit to support the 1916 Bursary Customer Care Team. This team will be responsible for providing support to 1916 Bursary applicants and external stakeholders.
Essential Requirements	• Must be currently employed as a Grade III (Clerical Officer) or Grade IV (Assistant Staff 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	• A relevant third level qualification. • Previous experience in a customer service, contact centre or client facing role. • Excellent written and verbal communications skills. • Solution focused and committed to high standards of service. • Ability to multitask and adapt to a fast paced environment. • Staff supervisory experience with capacity to supervise staff, manage their performance and monitor their work quality. • Ability to manage own work and work of team to meet targets and deadlines. • Ability to prioritise and manage work in a dynamic and pressurised environment. • Can identify and understand key issues and trends. • Takes ownership of tasks and delivery of results. • High level of ICT competency including Microsoft Office Suite. • Excellent working knowledge of the Student Grant Scheme and related legislation. • Commitment to public and customer service delivery.
Principal Duties and Responsibilities	Reporting to the Information and Customer Service Officer, the Acting Grade V position in SUSI's Communications and Customer Service - 1916 Bursary Customer Care Team, is a Team Leader role with responsibility for the management and supervision of the work of a team of staff involved in providing customer care directly to 1916 Bursary applicants and stakeholders. The Team Leader of the 1916 Bursary Customer Care Team is responsible for all aspects of the work output, quality, training, knowledge and general management of their team. They have the following responsibilities: • Supporting the Communications and Customer Service unit in all elements related to the delivery of customer care for 1916 Bursary applicants and stakeholders. • Managing communications between SUSI and 1916 Bursary applicants and external stakeholders in line with agreed KPIs. • Maintaining a dedicated 1916 Bursary Message Bank including creating new messaging as required. • Monitoring and reporting on trends and query types. • Managing and resolving escalations. • Ensuring high standards of work output and quality control within the team. • Ensuring 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 meetings and presenting trends, data, etc as required. • Monitoring and reporting on the work of the team. • Implementing proactive and reactive coaching and mentoring programmes with each team member. • Managing the Team Captain by defining, monitoring and reviewing workload and performance on an ongoing basis. • Act as a SUSI ambassador at nationwide external events such as college open days and education fairs. • Other work as assigned by the Information and Customer Service Officer from time to time.

Competencies	<i>People Management</i> • 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 <i>Analysis & Decision Making</i> • 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 <i>Delivery of Results</i> • 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 <i>Interpersonal & Communication Skills</i> • 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 <i>Specialist Knowledge, Expertise and Self Development</i> • 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.
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	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, 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: <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>	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?
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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 and a half 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	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. Referees may be contacted directly pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.								

Notes:

- A single combined interview may be 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 1916 Bursary Customer Care Team within the Communications and Customer Services Unit during 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@cdebtb.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 Wednesday 22nd July 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.**