

Grade IV – Assistant Staff Officer Panel SUSI Permanent Positions Ref: G4PS26

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).

Proposed Timeframe	Aptitude Testing will be live from: 24th August 2026 (10 am) – 31st August 2026 (5 pm) Shortlisting will take place week commencing: 31st August 2026 Interviews will commence week beginning: 7th September 2026 <i>*All dates are subject to change and are for guidance only</i>
Location of Position	SUSI – Shelbourne Road, Ballsbridge, Dublin 4.
Salary	For persons entering public service for the first time, starting pay will be at the minimum point of the Grade IV salary scale, €39,490 p.a. This is not negotiable. An incremental salary scale applies thereafter. Previous public sector experience may be eligible for incremental credit, to be determined upon appointment.
Annual Leave	23 working days per annum (pro rata)
Hours of Work	35 hours per week.
Summary of Positions	The purpose of this recruitment campaign is to fill permanent vacancies at Grade IV Assistant Staff Officer level as they arise within SUSI. Details and types of service are available on www.cityofdublINETB.ie . Full details of individual positions will be provided to those applicants successful at interview when being offered a post.
Essential Requirements	- Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examinations (higher, ordinary, applied or vocational preparation) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable standard to Leaving Certificate or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. - Have the requisite knowledge, skills and competencies to carry out the role. - Be capable and competent of fulfilling the role to a high standard. - High level of ICT competence, in particular Microsoft Packages. - Ability to prioritise and manage work in a dynamic and fast paced environment.
Desirable Requirements	- A relevant third level qualification. - Acquired specialist knowledge, experience or training in an area relevant to the role. - Be capable and competent of fulfilling the role to a high standard. - Capacity to supervise staff, manage performance and monitor work quality. - Excellent communication and interpersonal skills including written, oral and presentation skills. - High level of ICT competency including Microsoft Office Suite. - High level of analytical skills and experience.

	• High level of organisational and administrative skills and experience. • Feedback and coaching skills. • Knowledge or experience of the further and higher education sectors. • Knowledge of the Student Grant Scheme and related legislation. • Public service experience. • Experience in data entry and the use of on-screen workflow tools. • Understand the main features and current challenges of public service and regulatory reform.
Principal Duties and Responsibilities	Grade IV, Assistant Staff Officers are involved in a wide range of roles and activities throughout SUSI: • communicating in a clear and concise manner relevant information to colleagues and relevant stakeholders; • ensuring high levels of output and completion of all tasks to a high standard; • reporting and analysing of relevant information as required; • monitoring staff output and performance; • monitoring staff attendance, training, performance, development and welfare; • monitoring and reporting on issues to their line manager that may arise within the team; • carrying out coaching and mentoring sessions with team members as required; • deputising in the absence of line manager; • additional duties as assigned by management from time to time. Examples of units within SUSI to which Grade IV, Assistant Staff Officers may be assigned are outlined below: Operations High volume grants processing of all student grants in line with internal process and targets and relevant legislation encompassing all stages of the grant application. Review and decision 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. 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. Communications & Customer Services Providing information services and support to applicants and external stakeholders, including through external communications, information materials, support desk, outreach, social media, complaints handling and up to date website information. Finance, Corporate and Governance Processing of requisition and purchase orders, invoice payments, reception desk and building facilities and services including workplace health and safety. 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. Ensuring that all relevant agreements, policies and legislation are correctly implemented by SUSI on behalf of City of Dublin ETB. ICT 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. Organisation Development Responsibility for the development of SUSI strategic planning, internal communications and staff development including the delivery of training to staff as required.

Competencies	<i>People Management</i> • 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. <i>Information Management & Decision Making</i> • 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. <i>Delivery of Results</i> • 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. <i>Interpersonal & Communication Skills</i> • 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. <i>Specialist Knowledge, Expertise and Self Development</i> • 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. <i>Drive & Commitment to Public Service Values</i> • 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.
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	- 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: <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 and Conditions of Appointment	- The appointment will be subject to the sanction of the Chief Executive. - The appointment will have a probationary period, details of which will be stipulated in the contract of employment. - Any offer will be subject to the receipt of two satisfactory references. - Appointment is to City of Dublin ETB as a whole, not to a particular centre. City of Dublin ETB reserves the right to transfer staff as the needs of the organisation dictates. - The person appointed to the post will be required to contribute to the relevant Superannuation Scheme. - For the purposes of satisfying the requirements as to health it will be necessary for the successful candidate before they are appointed, to undergo at City of Dublin ETB's expense, a medical examination by a qualified practitioner nominated by City of Dublin ETB. - Extern work may not be undertaken without the prior consent of City of Dublin ETB.								
Citizenship Requirements	Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreement may also apply. Please visit the link below for updates to these requirements: Coming to Work in Ireland - Workplace Relations Commission Please note that upon appointment the successful candidate must have valid right to work status.								
Termination	The appointment will be terminated by one month's notice in writing on either side.								
Garda Vetting	City of Dublin ETB is registered with the National Vetting Unit (NVU) which provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of City of Dublin ETB's recruitment and selection process, offers of employment to all posts will be subject to NVU disclosures, where applicable. City of Dublin ETB reserves the right to re-vet all staff employed in positions that entail working with children and vulnerable adults at any time during their employment.								
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.								

Superannuation & Retirement	The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie. Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history. Key provisions attaching to membership of the Single Scheme are as follows: • Pensionable Age: The minimum age at which pension is payable is 66 (retirement age is linked to State Pension Age). • Retirement Age: Scheme members must retire on reaching the age of 70. • Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI). • Post retirement, pension increases are linked to CPI.
Pension Abatement	If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position. However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
Department of Education Early Retirement Scheme for Teachers Circular 102/2007	The Department of Education introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).
Exclusions	Candidates should note that persons who have taken part in public service early retirement schemes including the following are not eligible to take part in this competition: Incentivised Scheme for Early Retirement (ISER): It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

	Department of Health and Children Circular (7/2010): The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. Persons who availed of either of these schemes are not eligible to take part in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility). Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013): The Department of Environment, Community & Local Government Circular Letter LG (PP) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed below, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 - 2011 and the Public Service Pensions (single Scheme and other Provisions) Act 2012) for a period of two years from their date of departure under this Scheme. These conditions also apply in the case of engagement / employment on a contract for service basis (either as a contractor or as an employee of a contractor). Collective Agreement Redundancy Payments to Public Servants: The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payment to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public interests Acts 2009 – 2011) for a period of two years from termination of the employment. People who have availed of this scheme a who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).
Ill Health Retirement	Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.
Pension Accrual	A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.
Additional Superannuation Contribution	Please note that an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017 is payable for this employment.
Declaration	Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement, including schemes not specifically mentioned above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

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 pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.
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Notes:

- Applicants must create a profile in order to apply for positions via our online system, The Hire Lab.
- 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.
- Applicants with queries should contact applications@cdetb.ie for assistance quoting the reference number, however applicants with technical queries should use the help function available at the login area.
- 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 submitting applications are not the responsibility of the 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.
- City of Dublin ETB may contact the named referees and/or employers for a reference should you be called to interview.
- 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.
- 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.
- 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 Monday 17th August 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.