

# Information Guide

## Confined Competition:

### Education and Training Sector Candidate Pool

#### Grade V – Staff Officer

#### Initial Assignment: SUSI, Payments Unit

#### (Permanent Position)

#### Ref: G5SPP25



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.

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.

<b>Proposed Timeframe</b>	<p>Shortlisting will take place week commencing: 12<sup>th</sup> January 2026</p> <p>Interviews will commence week beginning: 26<sup>th</sup> January 2026</p> <p><i>*All dates are subject to change and are for guidance only</i></p>
<b>Location of Position</b>	The initial position will be based in SUSI, Shelbourne Road, Dublin 4.
<b>Salary</b>	<p>For persons entering public service for the first time, starting pay will be at the minimum point of the scale, €51,723. This is not negotiable. An incremental salary scale applies thereafter.</p> <p>Previous public sector experience may be eligible for incremental credit, to be determined upon appointment.</p>
<b>Annual Leave</b>	25 days per annum.
<b>Hours of Work</b>	35 hours per week.
<b>Purpose of Campaign</b>	The purpose of this recruitment campaign is to fill a permanent vacancy at Staff Officer, Grade V level in the Payments Unit in SUSI.
<b>Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Be currently employed within the Education and Training Sector candidate pool.</li> <li>• Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent <b>or</b> have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher <b>or</b> have appropriate relevant experience which encompasses equivalent skills and expertise.</li> <li>• Have at least two years in a Grade III post, or equivalent, or higher, in the Education and Training Sector.</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> </ul>

	<ul style="list-style-type: none"> <li>• Be capable and competent of fulfilling the role to a high standard.</li> </ul>
<b>Desirable Requirements</b>	<ul style="list-style-type: none"> <li>• Experience in payments, grants, finance, or operational administration, ideally within the public sector or a regulated environment.</li> <li>• Experience supervising or leading staff, including workload management, performance monitoring, coaching, and mentoring.</li> <li>• Experience preparing reconciliations, management reports, and performance returns to tight deadlines.</li> <li>• Strong proficiency in Microsoft Excel and MS Office.</li> <li>• Ability to analyse and reconcile data, maintain accurate records, and uphold quality standards.</li> <li>• Demonstrated ability to lead and motivate teams in target-driven environments.</li> <li>• Excellent organisation, time-management, attention to detail, and problem-solving skills.</li> <li>• Strong written and verbal communication abilities and experience handling stakeholder queries.</li> <li>• Capacity to identify risks, escalate issues, and contribute to continuous improvement.</li> <li>• Relevant qualification in Business, Finance, Public Administration, or related field, and commitment to ongoing professional development.</li> <li>• Ability to work on own initiative within a flexible, co-operative, team structure.</li> <li>• Ability to work to a high level of quality and attention to detail.</li> <li>• Discretion and confidentiality.</li> </ul>
<b>Principal Duties and Responsibilities</b>	<p>The general duties and responsibilities listed below 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 appointed.</p> <p>The Grade 5 role within the Grant Payments Unit supports the efficient delivery of financial assistance programmes to students and colleges on behalf of the Department of Further and Higher Education, Research, Innovation and Science. The position has responsibility for overseeing key payment processes, providing operational and administrative support to the unit, and supervising team outputs to ensure high standards of accuracy, compliance, and customer service. The role also contributes to quality assurance, staff development, and reporting activities to ensure the timely, effective, and accountable administration of grant payments.</p> <ul style="list-style-type: none"> <li>• Oversee the production of weekly, fortnightly, monthly, and ad-hoc grant payments to students and colleges, including reconciliation of student and institutional payments, processing of bursaries and scholarships on behalf of the Department of Further and Higher Education, Research, Innovation and Science, and the preparation of related financial reporting and analysis.</li> <li>• Deliver a comprehensive range of administrative and clerical support services to the Payments Unit, including the issuance, receipt, verification, and processing of registration and fee data files.</li> <li>• Ensure the accurate preparation, validation, and processing of payment-related data in accordance with established procedures and quality standards.</li> <li>• Maintain, update, and manage electronic records, databases, and information systems to ensure data integrity.</li> <li>• Respond to applicant and stakeholder queries via email and correspondence, including escalation referrals from Support Desk staff, ensuring timely resolution and accurate information provision.</li> <li>• Prioritise workload and allocate tasks as required to meet operational deadlines and service delivery targets.</li> <li>• Contribute to the preparation and compilation of management reports and performance returns, often within tight reporting timelines.</li> <li>• Monitor team productivity, performance, and quality standards to support the achievement of service objectives.</li> <li>• Promote high-quality service delivery through the implementation and maintenance of robust quality assurance controls.</li> </ul>

	<ul style="list-style-type: none"> <li>• Deputise for the Senior Team Leader as required, ensuring continuity of service delivery and operational oversight.</li> <li>• Identify, monitor, and escalate operational issues within the team, contributing to continuous process improvement to mitigate risks and improve efficiency.</li> <li>• Conduct coaching and mentoring sessions with assigned team members to support performance development and skills enhancement.</li> <li>• Undertake any additional duties as assigned by the Senior Team Leader in line with the needs of the Payments Unit and organisational priorities.</li> </ul>
<b>Grade V Competencies</b>	<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>• 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> <li>• Maintains a focus on dealing with customers in an effective, efficient and respectful manner.</li> <li>• Is assertive and professional when dealing with challenging issues.</li> <li>• Expresses self in a clear and articulate manner when speaking and in writing.</li> </ul> <p><b><i>Specialist Knowledge, Expertise &amp; Self Development</i></b></p> <ul style="list-style-type: none"> <li>• Displays high levels of skills/expertise in own area and provides guidance to colleagues.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and team.</li> </ul> <p><b>Drive &amp; Commitment to Public Service Values</b></p> <ul style="list-style-type: none"> <li>Is committed to the role, consistently striving to perform at a high level.</li> <li>Demonstrates flexibility and openness to change.</li> <li>Is resilient and preserves to obtain objectives despite obstacles or setbacks.</li> <li>Ensures that customer service is at the heart of own/teamwork.</li> <li>Is personally honest and trustworthy.</li> <li>Acts with integrity and encourages this in others.</li> </ul> <p><b>Note:</b> 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.</p> <p>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>	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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<b>Terms and Conditions of Appointment</b>	<ul style="list-style-type: none"> <li>The appointment will be subject to the sanction of the Chief Executive.</li> <li>The appointment will have a probationary period, details of which will be stipulated in the contract of employment.</li> <li>Any offer will be subject to the receipt of two satisfactory references.</li> <li>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.</li> <li>The person appointed to the post will be required to contribute to the relevant Superannuation Scheme.</li> <li>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.</li> <li>External work may not be undertaken without the prior consent of City of Dublin ETB.</li> </ul>								
<b>Citizenship Requirements</b>	<p>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:  <a href="#">Coming to Work in Ireland - Workplace Relations Commission</a></p> <p>Please note that upon appointment the successful candidate must have valid right to work status.</p>								
<b>Termination</b>	The appointment will be terminated by one month's notice in writing on either side.								
<b>Garda Vetting</b>	<p>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 the organisation's recruitment and selection process, offers of employment will be subject to NVU disclosures, where applicable.</p> <p>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.</p>								

<b>Sick Leave and Special Leave</b>	<p>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.</p>
<b>Superannuation &amp; Retirement</b>	<p>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 <a href="http://www.singlepensionscheme.gov.ie">www.singlepensionscheme.gov.ie</a>.</p> <p>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.</p> <p>Key provisions attaching to membership of the Single Scheme are as follows:</p> <ul style="list-style-type: none"> <li>• Pensionable Age: The minimum age at which pension is payable is 66 (retirement age is linked to State Pension Age).</li> <li>• Retirement Age: Scheme members must retire on reaching the age of 70.</li> <li>• Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are updated each year by reference to CPI).</li> <li>• Post retirement pension increases are linked to CPI.</li> </ul>
<b>Pension Abatement</b>	<p>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 <b>will be subject to abatement</b> in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. <b>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.</b></p> <p>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 &amp; 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.</p>
<b>Exclusions</b>	<p>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:</p> <p><b>Incentivised Scheme for Early Retirement (ISER):</b> 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 <b>same employment or the same sector</b>. Therefore, such retirees may not apply for this position.</p> <p><b>Department of Health and Children Circular (7/2010):</b> 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</p>

	<p>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).</p> <p><b>Department of Environment, Community &amp; Local Government (Circular Letter LG (P) 06/2013:</b> The Department of Environment, Community &amp; 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).</p> <p><b>Collective Agreement Redundancy Payments to Public Servants:</b> The Department of Public Expenditure and Reform letter dated 28<sup>th</sup> June 2012 to Personnel officers introduced, with effect from 1<sup>st</sup> 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).</p>
<b>Ill Health Retirement</b>	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.
<b>Pension Accrual</b>	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.
<b>Additional Superannuation Contribution</b>	Please note that an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017 is payable for this employment.
<b>Declaration</b>	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.
<b>Referees</b>	<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 pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.</p>

**Notes:**

- 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](mailto: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 Wednesday 7<sup>th</sup> 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.**