

Confined Competition:
Education and Training Sector Candidate Pool
Grade VI – Senior Staff Officer
SUSI: Operations Unit
Specific Purpose Contract
Ref: G6SPSO26

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 a panel may be formed to fill Expression of Interest / Specific Purpose Grade VI positions as they may arise in SUSI Operations

Proposed Timeframe	Shortlisting will take place week commencing: 27 th July 2026 Interviews will commence week beginning: 3 rd August 2026 <i>*All dates are subject to change and are for guidance only</i>
Location of Position	The position will be based in SUSI, Shelbourne Road, Dublin 4.
Salary	For persons entering public service for the first time, starting pay will be at the minimum point of the Grade VI Salary Scale, €58,475. 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	27 Working Days Per Annum
Hours of Work	35 Hours per week
Summary of Position	The position is a Specific Purpose Grade VI Senior Team Leader position in the Operations Unit in SUSI and will be in one of the following areas: Assessment Reporting to the Grade VII Assessment Operations Officer in the Grant Operations Unit, the Grade VI Senior Staff Officer role in the SUSI Operations Unit is as a Senior Team Leader who plans, coordinates, manages and reports on the work of grant assessments to ensure that student grant applications are processed in an efficient, effective and timely manner and in accordance with relevant legislation.

	Quality Assurance/Appeals Reporting to the Grade VII Quality and Appeals Operations Officer in the Grants Operations Unit, the Grade VI Senior Team Leader plans, coordinates, manages and reports on the work of the Appeals and Quality units to ensure that the substantial work of the teams are processed in an efficient, effective and timely manner and in accordance with relevant legislation.
Essential Requirements	Candidates must- • Be currently employed within the Education and Training Sector candidate pool. • Have at least two years in a Grade III post or equivalent, or higher, in the Education and Training Sector. • Have successfully completed their probation period, or have successfully completed a probation period at a lower eligible grade. • Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) 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 - competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service attached hereto. • Be capable and competent of fulfilling the role to a high standard.
Desirable Requirements	• A relevant third level qualification. • High level of ICT competency including Microsoft Office Suite, Excel, PowerPoint Access etc. • 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. • Capacity to supervise staff, manage performance and monitor work quality. • Ability to manage own work and work of the 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	Reporting to the Assessment Operations Officer / Quality & Appeals Operations Officer at Grade VII level, the Grade VI Senior Staff Officer role in the SUSI Operations Unit is as a Grade VI Senior Team Leader who plans, coordinates, manages and reports on the work of assessment, appeals and quality teams within the Unit to ensure that student grant applications are processed in an efficient, effective and timely manner and in accordance with relevant legislation. The Senior Team Leader manages the day to day work of the Operations Unit on an ongoing basis to the highest standards by- • monitoring and reporting on the overall flow and progress of grant applications through the assessment process; • planning and allocating staff resources and meeting daily with Team Leaders to manage and coordinate the work of the Unit; • reporting daily to Unit management on the progress of grant assessment operations and identifying any required actions;

	• planning and implementing agreed controls and other measures to ensure that assessment policies, processing output targets and quality standards are met; • reviewing the performance of assessment teams and individual team members on a continuous basis; • contributing to the continuous improvement of grant application processing systems and processes by identifying and recommending change opportunities; • identifying, reporting and responding promptly to operational issues affecting the Unit as they arise and implementing effective solutions; • ensuring that all required staff, work input and other resources and services are available to enable the smooth working of the Unit; • liaising and cooperating with other SUSI Units to ensure that staff recruitment and training, ICT systems and other supporting services are provided to the Unit; • liaising and cooperating with outsourced service providers to ensure that all inputs and outputs of the Unit are provided to required service standards; • ensuring that all required systems, processes, management information reports and other data are available to enable the smooth working of the Unit; • forecasting application flows and developing and implementing agreed workflow and queue management procedures; • implementing an effective process of quality review and assurance in respect of the processing of grant applications by SUSI and reporting on quality outcomes; • producing daily, weekly and other periodic and ad hoc reports on the processing of grant applications to inform internal and external stakeholders. • Oversee the assessment and determination of appeals, ensuring decisions are fair, consistent, evidenced based and compliant with relevant legislation, policy and procedural guidelines. • identify trends, risks and emerging issues through quality assurance and appeals outcomes and recommend practical solutions to improve service delivery and decision making. • Develop, implement and review operational procedures, guidance materials and quality standards to support consistent practices across the unit; • Prepare, analyse and present data to the Senior Management Team, internal and external stakeholders. • performing other cross-functional duties as determined by management.
Competencies	<i>Leadership Potential</i> • Is flexible and willing to adapt, positively contributing to the implementation of change. • Contributes to the development of policies in own area and the broader Department/ Organisation. • Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way. • Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others. • Formulates a perspective on issues considered important and actively contributes across a range of settings. <i>Analysis & Decision Making</i> • Is skilled at policy analysis and development, challenging the established wisdom and adopting an open-minded approach. • Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral). • Uses numerical data skilfully to understand and evaluate business issues. • Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions. • Sees the logical implications of taking a particular position on an issue. • Is resourceful and creative, generating original approaches when solving problems and making decisions.

	<i>Delivery of Results</i> - Assumes personal responsibility for and delivers on agreed objectives/ goals. - Manages and progresses multiple projects and work activities successfully. - Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these. - Maintains a strong focus on meeting the needs of customers at all times. - Ensures all outputs are delivered to a high standard and in an efficient manner. - Use resources effectively, at all times challenging processes to improve efficiencies. <i>Interpersonal & Communication Skills</i> - Communicates in a fluent, logical, clear and convincing manner verbally and in writing. - Is able to listen effectively and develop a two-way dialogue quickly. - Maintains a strong focus on meeting the needs of internal and external customers. - Effectively influences others to take action. - Works to establish mutual understanding to allow for collaborative working. - Works effectively. <i>Specialist Knowledge, Expertise and Self Development</i> - Clearly understands the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation. - Develops the expertise necessary to carry out the role to a high standard and shares this with others. - Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service. - Consistently reviews own performance and sets self-challenging goals and targets. - Has significant expertise in his/her field that is recognised and utilised by colleagues. <i>Drive & Commitment to Public Service Values</i> - Consistently strives to perform at a high level. - Maintains consistent effort under pressure and is resilient to criticism or setbacks at work. - Demonstrates high levels of initiative, taking ownership for projects and demonstrating self-sufficiency. - Is personally trustworthy and can be relied upon. - Places the citizen at the heart of all process and systems. - Upholds the highest standards of honesty, ethics and integrity. <i>Note:</i> Having read the competencies and thought about the demands of the role, for each of the above 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" data-bbox="496 1809 1516 1966"> <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	- A specific purpose appointment for the purpose of fulfilling a Senior Staff Officer vacancy. - The appointment will be subject to the sanction of the Chief Executive. - Any offer will be subject to the receipt of two satisfactory references.								

	• The appointment will have a probationary period, details of which will be stipulated in the contract of employment. • Appointment is to City of Dublin ETB as a whole, not to a particular centre. City of Dublin ETB reserves the right to transfer Officers 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. • External 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 the organisations recruitment and selection process, offers of employment 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.
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 directly pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.

Notes:

- Applicants must create a profile in order to apply for positions via our online system, which can be done through the link application link.
- 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.
- Candidates with queries should contact applications@cdetb.ie for assistance quoting the reference number, however candidates with technical queries should use the help function available at the login area in the first instance.
- 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.

- A panel may be formed to fill Expression of Interest/Specific Purpose Grade VI positions as they may arise in SUSI Operations.
- 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 24th 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.**