

## Information Guide

### Temporary Clerical Officer – Grade III (SUSI) Student Universal Support Ireland Ref: TCOS26



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.

**Please note that a Panel may be formed from which future vacancies at Temporary /Fixed Term Grade III that may arise in SUSI may be filled.**

<b>Location of Positions</b>	Shortlisting will take place week commencing: 9 <sup>th</sup> February 2026 Interviews will commence week beginning: 23 <sup>rd</sup> February 2026 Expected SUSI position start date: March to May 2026  <i>*All dates are subject to change and are for guidance only</i>
<b>Location of Positions</b>	The initial position will be based in SUSI, Shelbourne Road, Dublin 4.
<b>Salary</b>	Starting pay will be at the minimum point of the Grade III salary scale, €31,119 per annum, pro rata.. 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.  Salary will be paid fortnightly by EFT.
<b>Annual Leave</b>	22 working days per annum (pro rata).
<b>Hours of Work</b>	35 hours per week.
<b>Summary of Positions</b>	City of Dublin ETB is seeking to establish a panel of candidates from which appointments may be made to temporary positions at Grade III Clerical Officer level in SUSI as they may arise during the period from March to September 2026. Applicants must confirm that they will be available to take up any position offered to them on short notice during the above period and that they will remain available for work (subject to normal contract terms and annual leave as allowed) throughout the period. Some attendance in the office is required. Candidates must be available for interview and to take up duty in specified dates from March to September 2026.
<b>Essential Requirements</b>	<ul style="list-style-type: none"> <li>Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examinations (higher, ordinary, applied or vocational preparation) <b>or</b> equivalent <b>or</b> have passed an examination at the appropriate level within QQI qualifications framework which can be assessed as being of a comparable standard to Leaving Certificate or equivalent or higher <b>or</b> have appropriate relevant experience which encompasses equivalent skills and expertise.</li> </ul>

	<ul style="list-style-type: none"> <li>• Have the requisite knowledge, skills, and competencies to carry out the role.</li> <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>• A high level of ICT skills in data entry and on-screen working including proven proficiency in MS Office Suite or similar.</li> <li>• Be capable of working within a target driven environment.</li> <li>• Be capable of working to deadlines in delivering high-volume outputs.</li> <li>• Ability to perform effectively within an administrative process and control structure.</li> <li>• Written communications skills.</li> <li>• Relevant knowledge or experience of the work of the public service.</li> <li>• Knowledge or experience of the further and higher education sectors.</li> </ul>
<b>Principal Duties and Responsibilities</b>	<p>Clerical Officers in SUSI typically work as Grant Application Assessors organised into teams reporting to a Team Leader who is assisted by a Team Captain.</p> <p>Following a comprehensive training programme involving classroom and practical learning, Assessors are responsible for the assessment of grant applications and for the awarding of student grants in line with the eligibility criteria set out in the Student Grant Scheme 2026. Duties include:</p> <ul style="list-style-type: none"> <li>• to review and decide on student grant applications at each process stage,</li> <li>• to meet required quality standards for their work and decisions,</li> <li>• to continuously improve the quantity and quality of their work output based on experience in the role, feedback received from their Team Leader and in line with expected learning and development targets for Assessors,</li> <li>• to complete any other work that may be assigned by the Team Leader.</li> </ul> <p>In addition to the above, Clerical Officers may also be assigned to work in other areas of SUSI which include Appeals, Quality Assurance, Payments, ICT, Communications, Corporate Services, Organisation Development, the Project Office, Governance and the 1916 Bursary.</p>
<b>Competencies</b>	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Shows respect for colleagues and co-workers.</li> <li>• Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate.</li> <li>• Offers own ideas and perspectives.</li> <li>• Understands own role in the team, making every effort to play his/her part.</li> </ul> <p><b>Information Management / Processing</b></p> <ul style="list-style-type: none"> <li>• Approaches and delivers all work in a thorough and organised manner.</li> <li>• Follows procedures and protocols, understanding their value and rationale behind them.</li> <li>• Keeps high quality records that are easy for others to understand.</li> <li>• Draws appropriate conclusions from information.</li> <li>• Suggests new ways of doing things better and more efficiently.</li> <li>• Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.</li> </ul> <p><b>Delivery of Results</b></p> <ul style="list-style-type: none"> <li>• Takes responsibility for work and sees it through to the appropriate next level.</li> <li>• Completes work in a timely manner.</li> <li>• Adapts quickly to new ways of doing things.</li> <li>• Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes.</li> <li>• Writes with correct grammar and spelling and draws reasonable conclusions from written instructions.</li> <li>• Identifies and appreciates the urgency and importance of different tasks.</li> <li>• Demonstrates initiative and flexibility in ensuring work is delivered.</li> <li>• Is self-reliant and uses judgement on when to ask manager or colleagues for guidance.</li> </ul>

	<p><b>Customer Service &amp; Communication Skills</b></p> <ul style="list-style-type: none"> <li>Actively listens to others and tries to understand their perspectives/requirements/needs.</li> <li>Understands the steps or processes that customers must go through and can clearly explain these.</li> <li>Is respectful, courteous, and professional, remaining composed even in challenging circumstances.</li> <li>Can be firm when necessary and communicate with confidence and authority.</li> <li>Communicates clearly and fluently when speaking and in writing.</li> </ul> <p><b>Specialist Knowledge, Expertise and Self Development</b></p> <ul style="list-style-type: none"> <li>Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, Spreadsheets, Microsoft Office, relevant policies etc.</li> <li>Clearly understands the role, objectives, and targets and how they fit into the work of the unit.</li> <li>Is committed to self-development and continuously seeks to improve personal performance.</li> </ul> <p><b>Drive &amp; Commitment to Public Service Values</b></p> <ul style="list-style-type: none"> <li>Consistently strives to perform at a high level and deliver a quality service.</li> <li>Serves the Government and people of Ireland.</li> <li>Is thorough and conscientious, even in work is routine.</li> <li>Is enthusiastic and resilient, persevering in the face of challenges and setbacks.</li> <li>Is personally honest and trustworthy.</li> <li>At all times, acts with integrity.</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><b>Situation</b></td><td>Present a challenging situation you found yourself in.</td></tr> <tr> <td><b>Task</b></td><td>What did you need to achieve from the situation?</td></tr> <tr> <td><b>Action</b></td><td>What action did you personally take to achieve this?</td></tr> <tr> <td><b>Result</b></td><td>What was the result of your action?</td></tr> </table>	<b>Situation</b>	Present a challenging situation you found yourself in.	<b>Task</b>	What did you need to achieve from the situation?	<b>Action</b>	What action did you personally take to achieve this?	<b>Result</b>	What was the result of your action?
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<b>Terms &amp; 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>Extern 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:</p>								

	<p><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>	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.
<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 seventy.</li> <li>• 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).</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>Department of Education Early Retirement Scheme for Teachers Circular 102/2007</b>	<p>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</p>

	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).
<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 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>	This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act, 2009. Please note that from 1 January 2019 PRD will be replaced by an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.
<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>	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.

**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 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.
- City of Dublin ETB may contact the named referees and / or employers for a referee should you be called to interview **OR** if you are successful at interview.
- 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 11<sup>th</sup> February 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**