



Comhairle Chontae Liatroma Leitrim County Council

CANDIDATE INFORMATION BOOKLET

(Please read carefully)

Post of:
Clerical Officer (Grade III)
(Permanent & Temporary Posts)

Closing Date: 4:00 p.m. on Thursday 26th March 2026

Important Notes

Completed Application Form ***inclusive of all other required documentation*** must be emailed in **PDF Format** as **One Single Document** (not individual scanned documents) to jobs@leitrimcoco.ie.

Please quote '**Clerical Officer Application**' followed by your **name** in the subject line of the email.

Note: Hard copy Application Forms will not be accepted

General Information:

County Leitrim, located in the North West of Ireland, has a growing economy, picturesque landscape, vibrant communities and a strong arts and cultural sector. Leitrim County Council's vision is to build an economically strong, creative, inclusive county, making Leitrim the best place to live, work, invest and visit. Key to the achievement of our priorities and objectives is a skilled and committed workforce, supported by enabling technologies, efficient work processes and learning and development opportunities. We are committed to the training, support and encouragement of our staff and we offer benefits across family friendly initiatives, personal development and wellbeing of staff.

The Competition

The purpose of this recruitment campaign is to form panel(s) for Leitrim County Council from which whole-time **permanent and temporary posts** may be filled at **Clerical Officer Grade**.

The Role:

Clerical Officers make a valuable contribution to the provision of the Local Authority's services. The Clerical Officer is a key support position within the Council, providing a comprehensive general administrative and clerical support to a section or department. The Clerical Officer works as part of a multidisciplinary team assisting with the implementation of work programmes to achieve goals, targets and standards set out in Departmental and Team Plans and to deliver quality services to internal and external customers. He/she will also be required to operate the Local Authority's existing and future ICT systems as part of their work.

The duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The work of the Clerical Officer requires that employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs. Clerical Officers provide a point of contact for customers to carry out their business and access information about the Council's services. The Clerical Officer is expected to carry out their duties in a manner that enhances public trust and confidence.

The Qualifications

1. Character

Each candidate shall be of good character.

2. Health

Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. Citizenship

Candidates for any of the above panels must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa

4. Education, Training, Experience etc.

Each candidate must, on the latest date for receipt of completed application forms:

- (a) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certification Vocational Programme. (At least Grade B in Foundation Level Mathematics and Grade C in Foundation Level Irish may be considered as equivalent to Grade D (or a Pass), in Higher or Ordinary Level, from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certification Vocational Programme);

Or

- (b) have passed an examination of at least equivalent standard;

Or

- (c) have had at least two year's previous service in the office of Clerical Officer, Clerk/Typist (Clerical Duties), Clerk Typist (Typing and Clerical Duties) or Clerk/Typist under a local authority, or health board in the State;

Or

- (d) have satisfactory relevant experience which encompasses demonstrable equivalent skills.

Note: Candidates must ensure that they submit a copy of their relevant educational qualifications with their application form if eligibility is being determined under (a) or (b) above. Failure to submit all the required documentation will result in your application being deemed invalid.

Non-Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the National Framework of Qualifications. Overseas qualifications must also be accompanied by a translation document.

The Ideal Candidate Shall have:

- Knowledge and understanding of the functions of a local authority.
- Understanding of the role of a Clerical Officer.
- Relevant administrative experience and clerical skills.
- Strong interpersonal and communication skills.
- Conscientiousness and resilience.
- Strong customer service ethos.
- Ability to work effectively under pressure.
- Excellent organisation and task management skills.
- Experience of working as part of a team.
- High level of attention to detail and accuracy.
- Knowledge and experience of operating ICT systems.

Competencies for the Post:

Key Competencies for the post include the following and candidates will be expected to **demonstrate sufficient evidence within their application form** of competence under each of these. Please take particular note of these when completing the application form as **any short-listing or interview** processes will be based on the information provided by candidates:

Customer Service & Communication Skills:	<ul style="list-style-type: none"> Actively listens to others and tries to understand their perspectives / requirements / needs. Understands that procedures apply and can clearly explain these to customers Is respectful, courteous and professional, remaining composed, even in challenging circumstances. Can be firm when necessary and communicate with confidence and authority. Communicates clearly and fluently when speaking and in writing.
Teamwork:	<ul style="list-style-type: none"> Demonstrates dignity and respect for colleagues and co-workers. Develops and maintains good working relationships with others, sharing information and knowledge as appropriate. Contributes own ideas/suggestions/perspectives as to how service activities can be improved. Understands own role in the team, making every effort to play his/her part.
Information Management / Organisational Skills:	<ul style="list-style-type: none"> Approaches and delivers work in a thorough and organised manner. Follows procedures and protocols, understanding their value and the rationale behind them. Draws appropriate conclusions from information. Is comfortable working with different types of information eg written, numerical, charts etc. Has relevant administrative experience and clerical skills including knowledge and experience of operating ICT systems i.e. Microsoft Office including Word and Excel
Delivering Results:	<ul style="list-style-type: none"> Takes responsibility for work and sees it through to the appropriate next level. Completes work in a timely manner. Adapts quickly to new ways of doing things and suggests new ways of doing things better and more efficiently. Identifies and appreciates the urgency and importance of different tasks. Demonstrates initiative and flexibility in ensuring work is delivered. Is self-reliant and uses judgement on when to ask manager or colleagues for guidance.

Candidates should note that those called for interview will also be assessed on the following additional competency:

Knowledge, Experience and Skills:	<ul style="list-style-type: none"> Demonstrates knowledge and understanding about the local authority and the services it provides. Demonstrates knowledge and understanding of current local government issues. Understands the role of a Clerical Officer. Understands Health and Safety Policy and Procedures.
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The Principal Terms and Conditions:

Two panels will be created from which whole-time permanent and temporary posts may be filled at Clerical Officer Grade, as follows:

Panel A - Permanent Positions:

Panel B - Temporary Positions:

Any permanent positions which arise during the lifetime of the panel will be filled from **Panel A**.

Leitrim County Council may, from time to time, require temporary Clerical Officers to fill vacancies in various departments. The duration and period of temporary contracts offered will vary from post to post. Any temporary positions which arise during the lifetime of the panel will be filled from **Panel B**. If offered a temporary position a candidate must be available to take up the post as offered; otherwise Leitrim County Council will move to the next available candidate and may not be in a position to consider that candidates' application further for any temporary contracts.

Posts which may arise during the lifetime of these panels (**12 months**, with the option to extend for a further period of up to 12 months) may be whole time permanent or whole time temporary.

1. Duties

The duties of the office are to give to the local authority and

- (a) Such other local authorities or bodies for which the Chief Executive, for the purposes of the Local Government Acts, is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies mentioned in sub-paragraph (a) of this paragraph,

under the general direction and control of the Chief Executive or of such other officers as the Chief Executive may from time to time determine, such appropriate services of an administrative, supervisory and advisory nature as are required for the exercise and performance of any of its powers, duties and functions as may be delegated to him or her by the Chief Executive from time to time and shall include the duty of deputising for other officers of the local authority.

The Clerical Officer is the entry-level administrative grade in Local Authorities in Ireland. Clerical Officers are deployed across a vast range of services throughout the organization, providing a vital role through a range of administrative duties. To become a Clerical Officer a person must demonstrate a good general educational standard and be efficient and customer focused and have a good knowledge and experience of operating ICT systems. The duties shall be such clerical/administrative and secretarial duties as may be assigned to the employee from time to time by the Local Authority and will involve, but will not be limited to:

- Participating in and supporting the work of the section or department to ensure that work programs are delivered in accordance with operational plans.
- Dealing with Public/Customers, including Public Counter/Reception Work.
- Communicating and liaising with team members, supervisors, members of the public and others in relation to operational matters in their section or area of work.
- Communicating and providing information in a professional and courteous manner to elected members and customers through face-to-face interaction, by telephone, email etc.
- Ensuring high levels of customer services, responding to queries and requests for information in a professional, courteous and timely manner.
- Processing applications for services in accordance with Council policies, procedures and plans.
- Carrying out a range of administrative tasks including photocopying, scanning, preparing letters / documents / presentations for public circulation, typing, minute taking, report/returns preparation, filing, arranging meetings, processing of invoices, receipting / balancing payments including cash, handling internal / external mail.
- Operation of the financial management system and other local government systems.
- Maintaining high quality records in a thorough and organised manner.

- Approaching work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine/repetitive work.
- Checking all work thoroughly to ensure it is completed to a high standard.
- Supporting and assisting team members as required.
- Participating in corporate activities and responsibilities appropriate to the grade.
- Carrying out duties in a politically neutral and impartial manner that enhances public trust and confidence in the local authority decision making process.
- Participating in the Performance Management Development System (PMDS).
- Participating in and completing all essential training successfully.
- Operating in compliance with Health and Safety legislative requirements, policies and procedures and safe systems of work.
- Deputising for the line manager, or equivalent, as required.
- Undertaking such other duties of a similar level and responsibility, as may be required, or assigned, from time to time.

2. Salary:

The salary scale for the post of Clerical Officer (applicable from 1st February 2026) is within the range:

**€31,619, €33,368, €33,802, €34,674, €35,952, €37,231, €38,510, €39,439,
€40,492, €41,711, €42,578, €43,789, €45,006, €47,297, €48,924 (LSI 1).**

Entry point to this scale will be determined in accordance with relevant Departmental Circulars. Offers of appointment to persons who are not serving local authority employees will be based on the minimum of this scale.

The rate of remuneration may be adjusted from time to time in line with Government Policy.

The salary shall be fully inclusive and shall be as determined from time to time. Holders of the office shall pay to the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of services which they are required by or under any enactment to perform.

3. Residence:

The holder of the post shall reside in the district in which his or her duties are to be performed or within a reasonable distance thereof and will be required to serve in the Local Authority's Offices, or wherever assigned by the Local Authority.

Leitrim County Council reserves the right to, at any time, re-assign an employee to any Department now or in the future.

4. Probation

All contracts will be subject to a probationary period, during which the performance of the successful applicant will be regularly evaluated.

Where a person is permanently appointed to Leitrim County Council the following provisions shall apply –

- (a) There shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- (b) Such period shall be one year but the Chief Executive may, at his/her discretion, extend such period;
- (c) Such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;

(d) There will be ongoing assessments during the probationary period.

Employment may be terminated by either party during probation or at the end of the probationary period on one week's notice.

5. Annual Leave

The annual leave entitlement for this post will be 27 days per annum, increasing to 29 days after 5 years' service, on a pro-rata basis depending on duration of any temporary contract.

6. Health

For the purpose of satisfying the requirement as to health it will be necessary for each successful candidate, before he/she is appointed to a permanent position, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority.

7. Working Hours

The successful candidate's normal hours of work will be 35 hours per week. The Council reserves the right to alter hours of work from time to time.

All hours of work will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

8. Superannuation:

All new entrants to pensionable public service employment on or after 1 January 2013 will be members of the Single Public Service Pension Scheme.

All members of the Single Public Service Pension Scheme will be required to contribute 3.5% of net pensionable remuneration plus 3% of pensionable remuneration. Pension and retirement lump sums for member of the Single Public Service Pension Scheme will be based on career-average pay; pensions will be co-ordinated with the State Pension Contribution Scheme.

Persons who are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998, and are liable to pay the Class A rate of PRSI contribution, will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children). You will also be required in respect of the Local Government (Spouses and Childrens' Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the Scheme.

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration. You may also be required to pay Spouses and Children/Widows and Orphans contributions at the rate of 1.5% of pensionable remuneration.

9. Retirement Age

The Single Public Service Pension Scheme ("Single Scheme") as provided by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 commenced with effect from 1st January 2013. The Act introduced new retirement provisions for new entrants to the public service appointed on or after 1st January 2013, as well as to former public servants returning to the public service after a break of more than 26 weeks.

Retirement age will be in line with the age of eligibility for the State Pension Contributory (SPC). Compulsory Retirement Age will be 70.

There is no mandatory retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004. Anyone who is “not a new entrant” to the public service, as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, had been subject to a compulsory retirement age of 65 years – the Public Service Superannuation (Age of Retirement) Act 2018 provides for an increase in the compulsory retirement age of most pre-2004 public servants from age 65 to age 70.

10. Pension Abatement

If an appointee has previously been employed in the Civil or Public Service and that appointee is entitled to, or in receipt of, a pension from the Civil or Public Service, or where a Civil/Public Service pension comes into payment during the appointee’s 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/Body will support an application for an abatement waiver in respect of appointments to this position.

11. Driving Licence

Holders of the post may from time to time be required to travel in the course of their duties and for this purpose they shall possess a current unendorsed full driving licence (Category B) and, shall drive a motor car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the local authority. The post holder’s Insurance policy must cover such use and must indemnify Leitrim County Council.

Travel and subsistence expenses will be paid in accordance with nationally agreed rates applicable in the sector.

12. Outside Employment

The position is whole-time and the employee may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

13. Garda Vetting

The successful candidate may be subject to the Garda Vetting Procedures in line with the provisions of the National Vetting Bureau (Children & Vulnerable Persons) Act 2012 to 2016 as appropriate in advance of appointment and on a periodic basis thereafter for the duration of their employment.

14. Data Protection

Please note that the information received is used solely for the purpose of considering your application. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988, 2003 & 2018 and EU Regulation 2016/679.

SELECTION PROCESS:

Step 1: Initial Screening re Eligibility

In the first instance, all applications received by the latest date/time for receipt of completed applications will be screened for eligibility in accordance with the Qualifications for the post as set out in this booklet. You must include copies of relevant declared educational qualifications with your application form where eligibility is

being determined under 4(a) or (b) above. Failure to submit all the required documentation will result in your application being deemed invalid and you will not be permitted to proceed any further in the selection process. Non-Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the National Framework of Qualifications. Overseas qualifications must also be accompanied by a translation document.

Step 2: Shortlisting

While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Leitrim County Council reserves the right to carry out a shortlisting process as it deems appropriate.

A Desktop shortlisting exercise may be carried out to select a group who, based on an examination of the application forms, and the competency examples in particular, appear to be the most suitable for the position. (An expert board will examine the application forms based on the specific competencies identified in the job description - **Customer Service & Communication Skills; Teamwork; Information Management / Organisational Skills; Delivering Results**). This is not to suggest that candidates not shortlisted are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, based on their application, appear to be better qualified and/or have more relevant experience. **The information you supply in the application form will play a central part in any shortlisting process. It is therefore in your own interest to provide a detailed and accurate account of your relevant qualifications/experience on the application form.**

Step 3: Aptitude Test

Following the shortlisting process, relevant shortlisted candidates **may** be invited to complete an **Aptitude Test**, which will be conducted by a third-party company appointed by Leitrim County Council. Candidates should note that information supplied on the form may be shared with any third-party company appointed to conduct assessment testing on behalf of Leitrim County Council. Candidates will be ranked on the scores achieved in the Aptitude Test.

Note: In line with nationally agreed provisions, where a shortlisted candidate is an **existing member of staff and has 12 months continuous employment within a local authority at the closing date of the competition** (26th March 2026), they will automatically progress to the next stage of the competition without having to complete an Aptitude Test.

Step 4: Interview

It is anticipated that the number of candidates who progress to this stage of the selection process will significantly exceed the number required to fill vacancies arising over the lifetime of any panels established. Leitrim County Council will determine the number of candidates to be called to Interview, having regard to the outcomes under the relevant steps above.

Selected candidates will be invited to attend for interview which shall be conducted by a board(s) set up by Leitrim County Council – the interview may be conducted face by face or by way of online MS Teams interview. Candidates called for interview will be assessed on the competencies for the post as set out above i.e. **Customer Service & Communication Skills; Teamwork; Information Management/Organisational Skills; Delivering Results**. Candidates will also be assessed at interview on the following competency - **Knowledge, Experience & Skills**.

Two Panels may be formed on the basis of such interviews – **Panel A (Permanent)** and **Panel B (Temporary)**. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications

declared for the position and that they are otherwise suitable for appointment may within the life of the panel(s) be appointed to this post. The panel(s) will exist for 12 months from the date of formation and may be extended for a further period of 12 months at the discretion of the Chief Executive.

Additional Information

- An applicant who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment offer or dismissal.
- The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such period, or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

All applications must be made on the official Application Form which is available to download on Leitrim County Council's website www.leitrim.ie or alternatively, contact the Human Resources Department – Email: jobs@leitrimcoco.ie.

Completed Application Forms, inclusive of all required documentation, must be submitted in PDF Format as one Single Document (not individual scanned documents) via email.

Note: Candidates must submit copy of educational qualifications as outlined above where appropriate. Applications received without the necessary documentation will be deemed ineligible and will not be considered further for this panel.

Closing date for receipt of applications is 4:00 p.m. on Thursday 26th March 2026 via email to jobs@leitrimcoco.ie. Applications received after this date and time will not be considered.

Please quote 'Clerical Officer Application' followed by your name in the subject line of the email.

Candidates will receive an automatic acknowledgement when they submit their application form to the above email. You should check your Spam/Junk Folders in the event that you do not receive this acknowledgement.

The onus is on the candidate to ensure that their application has been received and acknowledged.

The responsibility rests with the applicant to ensure that their application form is **received** by the Human Resources Department of Leitrim County Council on time as outlined above. Candidates should ensure that they give themselves sufficient time to allow for any unforeseen circumstances which may arise and which may impact on their application form not being **received** on time.

NOTES: Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the applicants favour any employee of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking.

Leitrim County Council is an equal opportunities employer.