



Comhairle Cathrach Chorcaí
Cork City Council

**STAFF OFFICER – GRADE V
FRONTLINE MANAGER
JOB SPECIFICATION**

Closing Date: 4pm Friday 6th September 2024

**To be read in conjunction with
Candidate Information Booklet**

Cork City Council is inviting applications from experienced people and frontline managers who are committed to excellence in service delivery, innovative service design, and customer service. The **Staff Officer** is a frontline management position and team lead which is a crucial link between frontline staff and senior management with responsibility for resource management and service delivery.

Staff Officers are involved in ensuring goals set out in Team Plans become operational actions through the planning, allocation, and prioritisation of work.

The City Council is dedicated to delivering excellent public services by working collaboratively with strategic partners, businesses, community, and neighbourhoods to ensure that the city continues to thrive as a place to live, study, visit and work. As Staff Officer, you will be contributing to achieving our vision of leading Cork to take its place as a world class city. Our people are committed to our values of public good, trust & integrity, respect, a people centric approach, responsibility, and innovation.

The Role

The **Staff Officer** is a frontline supervisory position in the Council with responsibility for managing the performance of a section or function within a Department. The Staff Officer will work as part of a multi-disciplinary team within the Council, assisting with the implementation of work programmes to achieve goals, targets, and standards set out in Department and Team development plans. A Staff Officer is expected to use initiative, work to a high standard, and have excellent interpersonal and communication skills.

Staff at this level work in a range of roles across public-facing and internal service areas of the Council.

Your responsibilities may include:

- Leading and managing a team or function in the implementation of work programmes to deliver on the Council's corporate plan while contributing to change management programmes.
- Leadership and supervision of staff in the management of competing priorities and deadlines including ensuring full compliance with legislation, guidelines and/or organisational policies and procedures relevant to the work area.
- Communicating and liaising effectively with colleagues, line managers and customers in relation to operational matters for the section.
- Developing and maintaining productive relationships with a wide range of stakeholders including colleagues, external agencies and public representatives.

- Identifying and delivering improvements in service delivery with appropriate use of performance indicators.
- Undertake any other duties of a similar nature and responsibility, as may be required, or assigned from time to time.

The Person

The ideal candidate will have:

Knowledge and understanding of the structure and functions of local government, current local government issues, priorities, and concerns, and of the key influencers of local government.

Relevant administrative experience at a sufficiently high-level, a career record that demonstrates an ability to manage staff to ensure delivery of complex work programmes

Knowledge of Cork City Council's strategic objectives, and an understanding of the range of our internal and external stakeholders.

An ability to supervise a team effectively to achieve a common goal, ensuring strong governance and ethics standard is adhered to.

Understanding of the changing and operating environment in the Council and be capable of leading change in order to deliver quality services to our citizens.

An ability to work under pressure to tight deadlines in the delivery of key operational objectives.

The above specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and contribute to the development of the post while in office.

Qualifications For The Post

Minimum Qualifications

The essential qualifications for the post of Staff Officer, as declared by the Department of Housing, Planning and Local Government are:

1. **Character**
Each candidate must be of good character.
2. **Health**
Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. **Education, Training, Experience, etc.**

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

- (i) Have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects (or four subjects if Irish is included) from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme including Irish and/or English and one of the following: Mathematics, Accounting, Business Organisation or Economics, **and**
- (ii) Have obtained at least Grade C (or Honours) in higher level (or Honours) papers in three subjects in that examination (or two subjects if Irish and/or one of the following is included: Mathematics, Accounting, Business Organisation or Economics) **or**
- (iii) Have obtained a comparable standard in an equivalent examination, **or**
- (iv) Hold a third level qualification of at least degree standard.

Confined Competition

Be a serving employee of a local authority or regional assembly and have at least two years' satisfactory experience in a post of Clerical Officer or analogous post.

Panel

Following the selection process, three panels will be formed for the post of Staff Officer from which future permanent and temporary vacancies may be filled.

Panel A (Confined to Local Authority Sector) will comprise of successful applicants in order of merit from within the Local Authority Sector only i.e., candidates serving in a local authority or Regional Assembly. 50% of appointments will be made from Panel A.

Panel B (Open) will comprise of all successful applicants in order of merit and may include candidates serving in a local authority, regional assembly, and external applicants. 30% of appointments will be made from Panel B.

Panel C (Confined to Cork City Council) will comprise of successful applicants in order of merit who are current employees of Cork City Council at the date of appointment. 20% of appointments will be made from Panel C.

The order of candidates placed on each of the panels is determined by where they were placed on the overall order of merit.

Salary

The salary scale for the post is:

€49,706 - €51,193 - €52,709 - €54,256 - €55,816(Max) - €57,633(LSI1) - €59,456(LSI2)

Applicants should note that entry point to the salary scale will be determined in accordance with circulars issued by the Department of Housing, Planning, & Local Government. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Competency Framework

Candidates are expected to be able to demonstrate in their application and at interview that they possess these competencies through the experience and skills they have gained to date.

Delivering Results - Delivery Quality Work and Services

Sets and implements high standards of service delivery and closely monitors quality of activities and takes initiatives to improve work processes over time.

- Sets out clear standards for the quality of all main work areas.
- Demonstrates strong customer service ethic, with both internal and external customers.
- Intervenes immediately and decisively where there is a problem with service quality.
- Organises the delivery of services to meet or exceed the required standard while managing resources effectively.
- Identifies and shares organisational learning from the evaluation of processes and outcomes and promotes excellence in public service delivery.

Leading & Motivating – Performance Through People

Leads by example and engages employees to achieve high-quality outcomes and service delivery.

- Influences others effectively to get support and commitment to proposals or suggestions.
- Leads, motivates, and engages others to achieve quality results.
- Builds and leads a positive, diverse and productive team.
- Manages underperformance or inappropriate behaviours effectively, openly and directly.
- Creates a work environment that encourages team members to seek challenges and to reach their full potential.
- Recognises the value of and requirement to communicate effectively with all employees.
- Actively listens to others and looks for feedback.

Personal Motivation & Initiative

Is enthusiastic about the role and is motivated in the face of difficulties and obstacles. Does more than is required or expected, anticipating situations, and acting to pre-empt problems. Creates new opportunities.

- Is self-motivated and persistent in face of difficulty.
- Responds positively to the challenges of the role.
- Keeps up with current developments, trends and best practice in area of expertise and responsibility.
- Demonstrates and encourages innovation and new thinking.
- Manages own time effectively to achieve objectives.

Local Authority Organisational Structure

(Administration / Management Grades)

Chief Executive

Director of Service

Senior Executive Officer

Administrative Officer

Senior Staff Officer

Staff Officer

Assistant Staff Officer

Clerical Officer