



Comhairle Cathrach Chorcaí
Cork City Council

Job Specification

Clerical Officer (Grade III)

Cork City Council

Closing Date: Friday 10th January 2025

To be read in conjunction with

Candidate Information Booklet

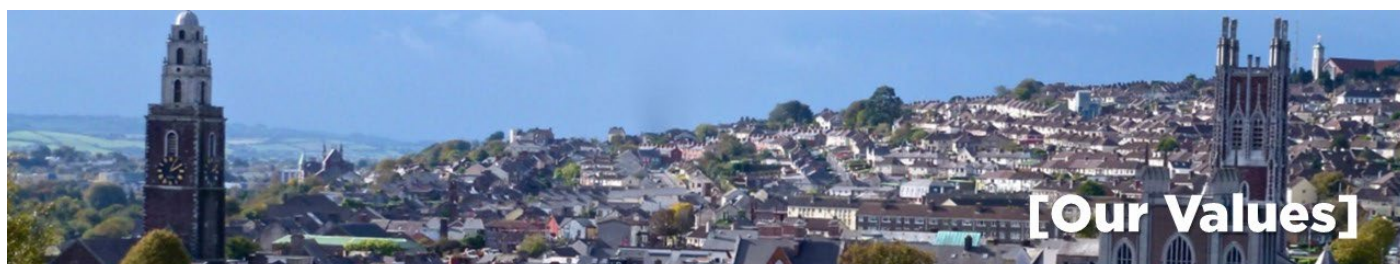
BACKGROUND

Located on the south coast of Ireland, Cork City is the second largest city in Ireland with a population of over 211,000 people.

Cork City is the key driver of the southern region of Ireland. Our ambition is to strengthen the role we play regionally and locally. This ambition is underpinned by Government policy as set out in the [National Planning Framework \(NPF\)](#). This sets a target for Cork City for the population to grow by 125,000 to over 335,000 people between 2020 and 2040, which will make it the fastest growing city in Ireland. This will require a concerted effort to build houses, create circa 75,000 jobs and provide a range of health, social, community and cultural services. Cork will continue to thrive as place of energy, ambition, determination and enterprise. We are a city of ambition, working with our neighbourhoods, communities and businesses to support economic development and facilitate investment. We value our culture and heritage and ensure that Cork continues to be successful as an attractive place to live, study, visit and work.

Cork City Council is a large urban local authority with over 1500 employees across over 40 locations within the City, there are 31 Elected Members of the Council representing five wards in the City. The Council has an annual revenue budget of approximately €325 million for 2025 and provides a wide and diverse range of public services such as parks and recreation, housing, management of the public realm, libraries, physical planning and development, community, culture and place-making and the delivery of infrastructure projects. Internal services include Finance, ICT, People & Organisation Development and Corporate Affairs. The Council is committed to increasing its capacity and capability for change to deliver improved public service.

Cork City Council's [Corporate Plan](#) can be viewed on our website: [Corporate Plans - Cork City Council](#)



Public Good

We provide high quality services and address peoples' needs in a manner that is both inclusive and equitable.



Trust & Integrity

We act honestly, openly and fairly in all our dealings.



Respect

We treat all people equally with due regard for their needs and rights.



People Centric Approach

We engage with people in a fair, courteous and timely manner. We strive for continuous improvement



Responsibility

We are accountable and transparent and act responsibly in our dealings and decision making.



Innovation

We continually seek progressive and creative approaches in the services we deliver.

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 Clerical 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.

Cork City Council invites applications, on the official application form, from suitably qualified persons, who wish to be considered for inclusion on a panel from which temporary and permanent vacancies for the post of Clerical Officer may be filled.

THE ROLE

The Clerical Officer is the entry-level administrative grade in Local Authorities. They are key frontline people who work as part of a team to deliver a range of services to the public and internally within the Council. The duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. As a Clerical Officer you will be providing comprehensive general administrative and clerical support within the organisation to meet work goals and objectives and to deliver quality services to internal and external customers.

The ideal person will have excellent interpersonal and communication skills and will be able to work in a flexible manner and work effectively within a team. Clerical Officers are expected to carry out their duties in a way that enhances public trust and confidence.

The following is a non-exhaustive list of key duties and responsibilities which may be assigned to a Clerical Officer:

- Dealing with customers at various levels through various means of communication.
- Supporting line managers and colleagues
- Processing applications for services per Council policies, procedures, and plans.
- Updating internal databases with discretion and confidentiality.
- Organising and filing documents to the relevant areas within the company's physical and cloud locations.
- Assisting in the development of policies from time to time.
- Operation of the financial system and other local government systems.
- At times, other ad hoc administration duties, as required, are relevant to the overall functioning of the applicable Department.
- Undertaking any other duties of a similar nature and responsibility, as may be required, or assigned from time to time.

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 to contribute to the development of the post while in office.

QUALIFICATIONS FOR THE POST

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 from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme,

or

ii) have passed an examination of at least equivalent standard,

or

iii) Have satisfactory relevant experience which encompasses demonstrable equivalent skills.

4. **Desirable Skills**

- An ability to prioritise and effectively manage workload as well as being organised and flexible;
- Excellent communication skills, including written communication skills, with an ability to present written material in a clear, concise manner;
- An ability to provide excellent customer service to both internal and external customers;
- Excellent interpersonal skills, including an ability to deal sensitively with others and to maintain confidentiality and protect personal data;
- An adherence to high standards, including demonstrating excellent attention to detail;
- An ability to adhere to, comply with and ensure adherence to processes and procedures;
- A minimum of one year's relevant administrative experience
- ICT literacy, including Microsoft suite familiarity;
- Willing to share ideas and information with people, with the purpose of achieving a particular result;
- An ability to work on their own initiative and as part of a team;
- A commitment to the delivery of quality public service.
- Demonstrate strong attention to detail in their application.
- Knowledge and understanding of the functions of a local authority.
- An ability to demonstrate capacity in the following competency areas: Delivering Quality Work and Services, Communicating Effectively and Personal Motivation and Initiative

Competency Framework

Key competencies for the post are outlined in the table below. Candidates are expected to demonstrate their competence in each area both in their application form and at interview, if invited. To effectively showcase your skills, use the STAR technique (Situation, Task, Action, Result).

For each competency, provide a recent and specific example of your achievements, detailing the situation or project, your role, the actions you took, and the outcome.

Delivering Quality Works and Services

Develops and maintains high standards of service delivery in accordance with operational plans.

- Demonstrates a strong customer service ethos. Takes pride in the quality of service delivered and constantly seeks to improve it.
- Regularly reviews and measures quality of his or her work.
- Contributes ideas and suggestions as to how service activities can be improved.
- Undertakes training as required to continuously improve quality work output.

Communicating Effectively

Recognises the value of and requirement to communicate effectively.

- Listens, clarifies and checks back to understand someone else's perspective.
- Check understanding rather than making assumptions.
- Makes sure that important information is communicated in a timely way.
- Demonstrates good written and verbal skills where required and has good interpersonal skills.
- Responds in a timely and accurate way to requests for information.

Personal Effectiveness

Is enthusiastic about the role and is motivated in the face of difficulties and obstacles; Adopts a positive attitude to work; is enthusiastic and open to taking on new challenges and responsibilities.

Takes the initiative and is proactive in addressing issues.

- Is positively motivated to deliver a quality service to the public.
- Adopts a positive and constructive approach to work.
- Learns from experience and seeks to constantly improve performance.
- Brings enthusiasm and dedication to the work role.
- Takes the initiative when he or she sees the opportunity to make a contribution.

Salary

The salary scale for the post is:

€29,811- €31,543 - €31,972 - €32,836 - €34,101 - €35,367 - €36,634 - €37,553 - €38,596 - €39,803 - €40,661
- €41,860 - €43,065 - €45,334 (Max) - €46,945 (LSI 1)

In accordance with Departmental Circular Letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale at the minimum point.

Hours of Duty

The standard working week will be 35 hours per week. The role may, on occasion, include evening and weekend work.

Holders of the post may be called for duty at any time in accordance with arrangements made by local authorities. The Council reserves the right to alter hours of work from time to time.

Candidates are advised to view our Candidate Information Booklet where they will find further information on the Format of the Competition, our Principal Conditions of Service and General Data Protection Regulation.

The deadline for receipt of applications is 4pm on Friday 10th January 2025

Guidelines for completing and submitting application forms are available on our website and can be accessed here: [Recruitment Resources - Cork City Council](#)

We are an equal opportunity employer and through our recruitment process, we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.

Local Authority Organisational Structure (Administration / Management Grades)

Chief Executive

Director of Services

Senior Executive Officer (Grade VIII)

Administrative Officer (Grade VII)

Senior Staff Officer (Grade VI)

Staff Officer (Grade V)

Assistant Staff Officer (Grade IV)

Clerical Officer (Grade III)