



**Tailte
Éireann**

Clárúchán, Luacháil,
Suirbhéireacht
Registration, Valuation,
Surveying

Tailte Éireann
Candidate Information Booklet

**Services Officer
(Full-Time, Permanent)**

A panel may be formed to fill future temporary or permanent Services Officer vacancies

Reference Number: Ext 2024-18

Closing Date: 5pm, Monday 6th January 2025

General Queries: Resourcing@Tailte.ie

Tailte Éireann is an equal opportunities employer.

Tailte Éireann (TÉ) is committed to attracting, recruiting, developing and retaining the highest calibre of staff to build a diversified, supportive, innovative and inclusive workforce reflective of the wider community. Our aim is to attract the best people who have the experience, knowledge, skills, abilities and competencies to support TÉ's mission. TÉ supports equality of opportunity, diversity and inclusion and encourages underrepresented groups to make applications and accommodates candidates with disability to apply for posts.

Our Mandate and Strategic Context

TÉ was established by legislation to provide property registration, valuation and surveying services for the State.

As the principal source of property information and geospatial data, TÉ leads the development and provision of streamlined, enhanced, land, property and geospatial services to Government, public and private sector stakeholders, and the public. We are focused on strategic planning, evidence-based decision-making, and innovative service delivery.

Amidst a rapidly evolving digital landscape, TÉ is mindful of Government’s priorities as set out in the Programme for Government. It is especially aware of the Civil Service Renewal 2030 Strategy and the Connecting Government 2030 strategy.

These strategies emphasise data-driven decision-making, innovative solutions, an agile workforce, user-centric digital services, effective data management, integrated public service infrastructure, continual innovation, digital skills development, and strong leadership.

These initiatives collectively reflect TÉ’s commitment to leveraging digital technology and innovation for improved public service delivery.

Our Mission

To provide trusted land registration, valuation and surveying services that benefit Irish society and the economy.

Our Vision

To be the authoritative provider of world class digital-first land and property services.

Our Drivers



The Values that guide us

Integrity

We work to uphold public trust in the integrity and security of our data and in the quality of the services we provide.

Professionalism

We deliver excellent customer service by developing the skills and knowledge of our people.

Innovation

We create a culture of innovation and change. Our decisions are evidence-based, driven by data and we put the customers we serve at the centre of what we do.

Respect

We treat people with dignity and value them for their individuality. We embrace equality, diversity and inclusiveness.

Accountability

We are accountable for the decisions we make and the actions we take.

Transparency

We are open and honest with our stakeholders. We demonstrate impartiality at all levels to ensure fair and equitable decision-making.

Our Strategic Goals

Integration

Bring our people and processes together to deliver integrated services that maximise our potential value.

Data-Driven Digital Services

Ensure we use our data to develop digital-first solutions. By extracting value from our data, we contribute to evidence-based policy development.

Optimising Land, Property and Geospatial Services

Leverage the benefits of the merger to unlock the full potential of our land, property and geospatial information.

Investing in our People

Embrace new ways of working and develop our people and culture for the benefit of our stakeholders.

The Role

Title of Post:	Services Officer (SO)
Pay Scale:	Services Officer
Location:	TÉ Dublin and Waterford
Reporting To:	Head Services Officer

The Services Officer will undertake a variety of responsibilities associated with the position and will be required to accept the conditions under which the duties are or may be required to be performed.

This role is customer-facing and requires effective engagement and communication with both staff members and the public across TÉ.

Role Responsibilities

The role of Services Officer includes, but is not limited to, the following duties:

- Assisting with the collection, sorting, and delivery of files and papers in accordance with written markings;
- Handling post and DX (secure legal courier service), including operating a franking machine and collecting/delivering internal and external mail;
- Raising any concerns or reporting any issues regarding the maintenance or security of building/office areas;
- Performing reception and security duties; providing security and relief cover for other TÉ Dublin offices as required*;
- Being responsible for opening and locking the office and entrance gates, including the car park, in the morning and evening. Working overtime may be necessary to accommodate early openings and late closings of both the office and car park as required;
- Assisting staff members with the transportation of physical files, moving boxes, and other materials manually as required;
- Monitoring and ordering stationery supplies as necessary to carry out duties, such as registered post;
- Collecting and disposing of confidential and other office waste.

* For officers based in Dublin only.

Note: This job description is subject to re-definition as part of ongoing reforms within the Public Service and change management initiatives within TÉ.

Person Specification

The candidates appointed as Services Officers in TÉ will be individuals of the utmost integrity and ethical values, demonstrating personal drive, commitment, and energy. They will foster a culture of ethical behaviour and personal responsibility throughout their areas of responsibility.

Essential Criteria

On the closing date of **Monday 6th January 2025 at 5pm**, candidates must satisfy all the following requirements:

- Possess Junior Certificate, Leaving Certificate or equivalents; **and**
- The capacity to demonstrate to a high level the key competencies that have been devised for posts at this level under the following headings:
 - 1) Teamwork;
 - 2) Initiative & Problem Solving;
 - 3) Delivery of Results;
 - 4) Customer Service & Communication Skills;
 - 5) Drive & Commitment;
 - 6) Specialist Knowledge, Expertise & Self Development.

Desirable Criteria:

- Computer skills to ECDL or similar equivalent;
- Up-to-date Manual Handling certificate;
- First-Aid certificate;
- Full clean driving license;
- Experience in dealing with customers.

Eligibility to Compete and Certain Restrictions on Eligibility

Citizenship Requirements

Eligible candidates must 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 has a stamp 4 permission¹ or a Stamp 5 permission.

To qualify candidates must be eligible by the date of any job offer.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 01 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 Payments 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 Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply 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 01 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme

¹ Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

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 moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the 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(P) 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 above, 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 2 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).

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. 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.

Employer of Choice

As an **Employer of Choice**, the Civil Service has many flexible and family friendly policies, e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a ‘blended’ basis), etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.

Principal Conditions of Service (Please also refer to the Important Additional Information Document provided)

The appointment is on a probationary basis to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Salary

The PPC (Personal Pension Contribution) salary for this position with effect from 1st October 2024 is as follows:

1	2	3	4	5	6	7	8	9
€540.80	€569.09	€579.80	€602.36	€622.54	€634.61	€648.72	€665.70	€694.75 (NMAX)
10	11							
€709.10 (LS11)	€731.95 (LS12)							

Long service increments may be payable after 3 (LS11) and 6 (LS12) years satisfactory service at the maximum of the scale.

Personal Pension Contribution (PPC)

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance, increments may be payable in line with current Government Policy. Payment will be made weekly / fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members / Former Staff Members/Pensioners.

Tenure and Probation

The appointment is to a permanent position on a probationary contract in the Civil Service. The probationary contract will be for a period of one year from the date specified on the contract. During the period of your probationary contract, your performance will be subject to review by your manager(s) to determine whether you:

- (i) Have performed in a satisfactory manner;
- (ii) Have been satisfactory in general conduct;
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A (2) Civil Service Regulation Acts 1956–2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by HR, and you will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

All appointees will serve a one-year probationary period. If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy at their former grade in their former Department.

In the following circumstances your contract may be extended and your probation period suspended.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation and
- Any other statutory provision providing that probation shall -
 - (i) stand suspended during an employee's absence from work, and
 - (ii) be completed by the employee on the employees return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

Unfair Dismissals Acts 1977-2015

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

The Organisation of Working Time Act

The terms of the Organisation of Working Time Act 1997 will apply, where appropriate, to this employment.

Headquarters

Headquarters will be such as may be designated from time to time by the CEO. When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

Duties

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict with his/her role.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours 15 minutes gross per week or 35 hours net per week. No additional payment will be made for extra attendance (over and above 41 hours and 15 minutes gross or 35 hours net per week) as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

Candidates should note that hours of attendance may be adjusted from time to time in line with Government policy. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. They may be required to work overtime to facilitate the early opening and late closing of the office/car park in the morning /evening.

Annual Leave

The annual leave allowance for this position is 22 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

How to Apply

Candidates **must** submit, on or before 5pm on the **Monday 6th January 2025**.

- A cover letter / personal statement (no more than one pages) clearly outlining why you wish to be considered for the post and where you believe your skills, knowledge, experience and values meet the requirements of the position (Calibri Font Size 12; 1.5 Line spacing); **and**
- A completed Application Form; **and**
- Proof of eligibility to be provided with application as set out below:

Citizenship Requirements (Proof of Eligibility)

Eligible candidates must be:

- A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway; **or**
- A citizen of the United Kingdom (UK); **or**
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; **or**
- A non-EEA citizen who has a stamp 4² or a Stamp 5 visa.

Completed applications should be emailed to Resourcing@Tailte.ie with the job title and reference number in the subject line of the email.

Only fully completed applications that include all documentation required and have been received before or on the closing date and time will be considered. Incomplete or late applications will not be put forward for consideration.

It is the responsibility of the candidate to ensure they have submitted fully complete applications and all additional documentation by the closing date and time.

Competition Process

If the numbers applying are such that it would not be practical to interview all applicants, it may be decided to shortlist only those assessed as most suitable for the role based on the application submitted. In this case the selection board(s) will examine and assess the applications against pre-determined criteria. The assessment process may include one or more of the following:

- Shortlisting of candidates on the basis of the information contained in their application.
- Competitive preliminary interview.
- A final competitive interview.

At interview you will be required to provide specific and detailed examples of where you have demonstrated the skills and competencies required for this role. These skills and competencies will be thoroughly and systematically explored in order to determine suitability for the role. The interview board may ask you for additional examples.

Your application and performance at interview may also be considered in the context of assessing communication skills.

At all stages of the process, applicants will be notified of the outcome. Post interview feedback will be provided, on request, by member(s) of the Interview Selection Board.

General Information

This competition will be used to fill the post of Services Officer in T  . Please note:

- Assignments are competitive and merit-based;
- The successful candidates can and will be assigned work in accordance with business demands;
- If shortlisting is required candidates will be assessed based on the evidence they provide, demonstrating the competencies required for the role. It is critically important that you give, specific and accurate examples of how you gained the experience and demonstrated the skills and experience required.

This competition will be held under the T   Recruitment Licence and in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice – [CPSA - Code of Practice](#)

² Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

Conditions of Appointment

Appointment will be at the grade of Services Officer, Standard and subject to the usual conditions governing such appointments. On appointment, officers serve the first 12 months in an unestablished capacity i.e. probationary period.

Panel

A panel will be established from this competition and may be used to fill further positions as they arise. The panel will expire 12 months from the date of the first appointment under this competition unless permanently exhausted prior to that date.

It should be noted that the filling of vacancies in T   is determined by the organisational requirements at the time a post is being filled and therefore, there is no guarantee that this panel will be fully utilised.

Appointment(s) will be offered, in order of merit.

The decision to accept or decline an offer must be made within 10 working days.

Officers must take up duty immediately or within an acceptable timeframe.

Codes of Practice

This competition will be held in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice, *“Appointments to Positions in the Civil Service and Public Service”*. The Code reflects the following core principles:

- Probity;
- Appointments Made on Merit;
- An Appointments Process in Line with Best Practice;
- A Fair Appointments Process Applied with Consistency;
- Appointments Made in an Open, Accountable and Transparent Manner;
- Appointment made promoting equality, diversity and inclusion;

Candidates should familiarise themselves with the contents of the Code of Practice including the provisions in relation to the responsibilities placed on candidates who participate in the recruitment and selection process. The Code of Practice may be accessed by visiting www.cpsa.ie

Complaints and Requests for Review

Complaints and requests for review will be considered in accordance with the procedures set out in Sections 7 and 8 in the Code of Practice. Such complaints or requests for review should be emailed to hr-enquiries@tailte.ie, with the job title and reference number in the subject line of the email.

Expenses

T   will not be responsible for any expenses incurred as a result of applying, attending and/or being successful at this competition.

Data Protection

Information submitted as part of this competition is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. All personal information and views submitted by you in competing in this competition will be held and used solely for the purposes of this competition.

T   may use a third-party service provider to assist in shortlisting candidates during the recruitment process. This involves sharing relevant personal data, such as resumes and application forms, solely for shortlisting purposes. T   ensures compliance with data protection laws, including GDPR, and requires the third-party

provider to implement robust data protection measures. Personal data will be retained only as long as necessary for shortlisting, in line with TÉ’s data retention policy.

You can find further information here: [Data Sharing - Tailte Éireann](#)

Appendix A – Key Competency Framework

SERVICES OFFICER
Teamwork
<ul style="list-style-type: none"> ● Shows respect for and builds good working relationships with colleagues and co-workers ● Plays a full and constructive part in the team ● Is supportive and helpful to colleagues
Initiative & Problem Solving
<ul style="list-style-type: none"> ● Comes up with practical solutions to work problems ● Is willing to be flexible within the context of the job profile and finds ways to work around a problem
Delivery of Results
<ul style="list-style-type: none"> ● Approaches and carries out all work in a thorough and organised manner ● Completes work on time consistently and to a high standard
Customer Service & Communication Skills
<ul style="list-style-type: none"> ● Listens to customers and is respectful, courteous and professional ● Tries to calm down difficult situations when dealing with people who are unhappy/angry ● Communicates clearly and fluently
Drive & Commitment
<ul style="list-style-type: none"> ● Takes pride in a job well done, even if work is routine or less pleasant ● Is interested in work and doing the job well
Specialist Knowledge, Expertise & Self Development

- Develops and maintains the skills and expertise required to perform in the role effectively
- Understands the importance of Health & Safety in the workplace and follows safety guidelines