

Tailte Éireann

Candidate Information Booklet

**Case Processing Administrator  
(Executive Officer, Standard)**

**Full-Time**

A panel will be formed to fill future temporary or permanent **Case Processing Administrator** vacancies

Reference Number: Ext 11-2025

Closing Date: 5pm, Thursday 3<sup>rd</sup> April 2025

General Queries: [Resourcing@Tailte.ie](mailto: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

<b>Title of Post:</b>	Case Processing Administrator
<b>Pay Scale:</b>	Executive Officer (Standard)
<b>Location:</b>	Dublin and Roscommon
<b>Reporting To:</b>	Case Processing Manager

The Case Processing Administrator roles operate within the Registration function of T  . The Registration function is responsible for the delivery of services in the Land Registry, Registry of Deeds and Ground Rents. These services support society and the economy through the provision of a digitised land register and associated spatial data. The land register is relied upon by those who transact in the property market.

### Role Responsibilities

The roles of Case Processing Administrator include, but are not limited to, the following duties:

- Carrying out case processing administrative duties in an assigned area of work and contributing effectively to achieving the section’s or work area’s business plan;
- Participating in the training, guidance, mentoring, and development of junior staff;
- Applying a sound working knowledge of practices and procedures as appropriate;
- Recognising issues that require referral and making clear and sound proposals;
- Being responsible for the delivery of a quality customer service;
- Achieving assigned targets;
- Implementing all process changes as part of ongoing transformation project initiatives in Registration;
- Conducting in-depth reviews of intricate, non-routine subject areas and making appropriate recommendations.

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

### Person Specification

On the closing date of Thursday, 3<sup>rd</sup> April 2025 **at 5pm** candidates must satisfy all the following requirements:

#### Essential Criteria

- Relevant administration experience; **and**
- A record of achievement in their career to date; **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) People Management
  - 2) Analysis & Decision Making
  - 3) Delivery of Results
  - 4) Interpersonal & Communication Skills

- 5) Specialist Knowledge, Expertise & Self Development
  - 6) Drive & Commitment to Public Service Values
- See Appendix A for further details.

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

### General

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 1<sup>st</sup> March 2025 is as follows:

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
€37,544	€39,465	€40,550	€42,667	€44,564	€46,400	€48,229	€50,019	€51,848
<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>				
€53,670	€55,604	€56,900 (NMAX)	€58,748 (LSI1)	€60,610 (LSI2)				

### **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. Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years satisfactory service at the maximum of the scale.

### **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.

TÉ offers flexible working, with a commitment to work-life balance and a family-friendly workplace.

### **Annual Leave**

The annual leave allowance for this position is 23 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 Thursday, 3<sup>rd</sup> April 2025:

- A cover letter / personal statement (no more than 1 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 4 permission<sup>1</sup> or a Stamp 5 permission;

**Completed applications should be emailed to [Resourcing@Tailte.ie](mailto: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.

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

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 Case Processing Administrators in TÉ. 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 TÉ Recruitment Licence and in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice – [CPSA - Code of Practice](#)

## Conditions of Appointment

Appointment will be at the grade of Executive 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 TÉ 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](http://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](mailto:hr-enquiries@tailte.ie), with the job title and reference number in the subject line of the email.

**Expenses**

TÉ 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.



## Appendix A – Key Competency Framework

<b>People Management</b>	Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
	Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
	Values and supports the development of others and the team
	Encourages and supports new and more effective ways of working
	Deals with tensions within the team in a constructive fashion
	Encourages, listens to and acts on feedback from the team to make improvements
	Actively shares information, knowledge and expertise to help the team to meet its objectives
<b>Analysis &amp; Decision Making</b>	Effectively deals with a wide range of information sources, investigating all relevant issues
	Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc.
	Identifies and understands key issues and trends
	Correctly extracts & interprets numerical information, conducting accurate numerical calculations
	Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
<b>Delivery of Results</b>	Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
	Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
	Constructively challenges existing approaches to improve efficient customer service delivery
	Accurately estimates time parameters for project, making contingencies to overcome obstacles
	Minimises errors, reviewing learning and ensuring remedies are in place
	Maximises the input of own team in ensuring effective delivery of results
	Ensures proper service delivery procedures/protocols/reviews are in place and implemented
<b>Interpersonal &amp; Communication Skills</b>	Modifies communication approach to suit the needs of a situation/ audience
	Actively listens to the views of others
	Liaises with other groups to gain co-operation
	Negotiates, where necessary, in order to reach a satisfactory outcome
	Maintains a focus on dealing with customers in an effective, efficient and respectful manner
	Is assertive and professional when dealing with challenging issues

	Expresses self in a clear and articulate manner when speaking and in writing
<b>Specialist Knowledge, Expertise and Self Development</b>	Displays high levels of skills/ expertise in own area and provides guidance to colleagues
	Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
	Leads by example, demonstrating
<b>Drive &amp; Commitment to Public Service Values</b>	Is committed to the role, consistently striving to perform at a high level
	Demonstrates flexibility and openness to change
	Is resilient and perseveres to obtain objectives despite obstacles or setbacks
	Ensures that customer service is at the heart of own/ teamwork
	Is personally honest and trustworthy
	Acts with integrity and encourages this in others