

Tailte Éireann
Candidate Information Booklet

**Services Officer
Full-Time**

A panel may be formed to fill future temporary or permanent
Services Officer vacancies across Tailte Éireann locations.

Reference Number: Ext 2026-14

Closing Date: 20th August 2026

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 Better Public Services the Public Service Transformation 2030 Strategy; the Connecting Government 2030 digital and ICT strategy and EU Digital Decade targets set for Ireland.

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.

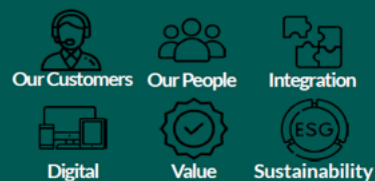
Our Mission

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:

Proud Custodians:

We preserve and provide access to centuries of Ireland's records, honouring our heritage and enabling sustainable use for current and future generations.

Meet requirements:

We deliver trusted registration, mapping, valuation and archive services to our customers, fulfilling our commitments while pursuing excellence.

Strive Together:

We collaborate openly, share ideas, overcome challenges, embrace change and solve problems.

Act Ethically:

We treat people with fairness, respect and dignity, maintaining the highest standards in everything we do.

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
Pay Scale:	Services Officer
Location:	Roscommon
Reporting To:	Case Processing Administration, Executive Officer

The Services Officer will undertake a range of responsibilities associated with the role and will be required to adhere to the conditions and requirements governing the performance of these duties.

This is a customer-facing role that requires effective engagement and communication with both staff and members of 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 distribution of files and documents in accordance with established procedures and written instructions;
- Managing incoming and outgoing post and DX (secure legal courier service), including operating the franking machine and collecting, sorting, and distributing internal and external mail;
- Identifying and reporting any issues relating to the maintenance, safety or security of offices and building;
- Assisting staff with the movement and transportation of physical files, records, and other materials, as required;
- Opening and securing office premises, entrance gates, and car park facilities at the beginning and/or end of the working day. Overtime may be required to facilitate early opening or late closure of these facilities;
- Monitoring stationery levels and ordering supplies as required to support business operations;
- Collecting, managing, and disposing of confidential and general office waste in accordance with relevant procedures;
- Receiving, recording, and distributing incoming deliveries, and coordinating outgoing deliveries, ensuring accuracy, accountability, and timely handling;
- Filing, retrieving, and refiling applications, maps, and related records, and conducting searches of such records as required.

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

On the closing date of **Thursday, 20th August 2026 at 5pm** candidates must satisfy all the following requirements:

Essential Criteria:

- A minimum of two years' full-time experience in a similar role that required working with others in a professional environment; **and**

- Possess a proven track record of working efficiently both independently and as part of a team; **and**
- The ability to demonstrate personal responsibility, dependability, and judgement; **and**
- The ability to deliver security and safety services effectively; **and**
- Possess strong interpersonal and communication skills (both verbal and written), with the ability to deal with a wide variety of people in a professional and courteous manner; **and**
- The ability to respond effectively to a critical incident; **and**
- The ability to write reports for example, incident reports etc; **and**
- Possess a standard of physical fitness which would allow for the collection and delivery of correspondence across TÉ; **and**
- Demonstrate strong organisational and time management skills with the proven ability to work to tight deadlines; **and**
- Possess the requisite knowledge and ability to discharge the duties of the position; **and**
- Strong English language written and verbal skills; **and**
- Be comfortable with the use of standard IT equipment and software; **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 (see Appendix A for more details):
 1. Teamwork;
 2. Information Management / Processing;
 3. Delivery of Results;
 4. Customer Service and Communications Skills;
 5. Specialist Knowledge, Expertise and Self Development;
 6. Drive & Commitment to Public Service Values.

Desirable Criteria:

- A valid and up-to-date Manual Handling certificate.
- A valid First Aid certificate.
- A full, clean driving license.

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 1st June 2026 is as follows:

1	2	3	4	5	6	7	8	9
€580.89	€609.76	€620.70	€643.68	€664.28	€676.59	€690.99	€708.29	€737.93
10	11							
€752.58 LSI 1	€787.39 LSI 2							

The Grade Code for Services Officer is HRMS: U04.

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 employee's 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 their 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

The closing date and time for applications is **Thursday, 20th August 2026** at 5pm. Please note late or incomplete applications will not be considered.

Candidates **must** submit:

- A cover letter / personal statement (no more than 2 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, in MS Word format); **and**
- A completed Application Form (in MS Word format); **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 permission¹ or a Stamp 5 permission.

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.

We will acknowledge receipt of your completed application. If you have not received confirmation of receipt by 24th August 2026, please send a follow up email to Resourcing@tailte.ie asking for confirmation of the receipt of your application.

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. Candidates will be permitted to bring a hard copy of their presentation, along with a copy of their submitted application, and may refer to these documents during the interview.

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

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

At all stages of the recruitment process, applicants will be notified of the outcome. Post-interview feedback will be provided, upon request, by the Resourcing Team. Candidates seeking clarification of decisions following shortlisting or post interview, regarding their candidature should direct their request to Resourcing@tailte.ie. This feedback will be managed appropriately as a standard part of the appointment process and does not require the initiation of any formal procedures.

General Information

This competition will be used to fill the post of Services Officer 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 Services Officer 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 may be established from this competition and may be used to fill further Services Officer positions that may arise across TÉ Locations. 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

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 erirqueries@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

Teamwork	Shows respect for colleagues and co-workers
	Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
	Offers own ideas and perspectives
	Understands own role in the team, making every effort to play his/her part
	Approaches and delivers all work in a thorough and organised manner
Information Management / Processing	Follows procedures and protocols, understanding their value and the rationale behind them
	Keeps high quality records that are easy for others to understand
	Draws appropriate conclusions from information
	Suggests new ways of doing things better and more efficiently
	Is comfortable working with different types of information, written, written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.
Delivery of Results	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
	Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
	Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
	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
Customer Service &	Actively listens to others and tries to understand their perspectives/ requirements/ needs
	Understands the steps or processes that customers must go through and can clearly explain these

Communication Skills	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
Specialist Knowledge, Expertise and Self Development	Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
	Clearly understands the role, objectives and targets and how they fit into the work of the unit
	Is committed to self-development and continuously seeks to improve personal performance
Drive & Commitment to Public Service Values	Consistently strives to perform at a high level and deliver a quality service
	Serves the Government and people of Ireland
	Is thorough and conscientious, even if work is routine
	Is enthusiastic and resilient, persevering in the face of challenges and setbacks
	Is personally honest and trustworthy
	At all times, acts with integrity