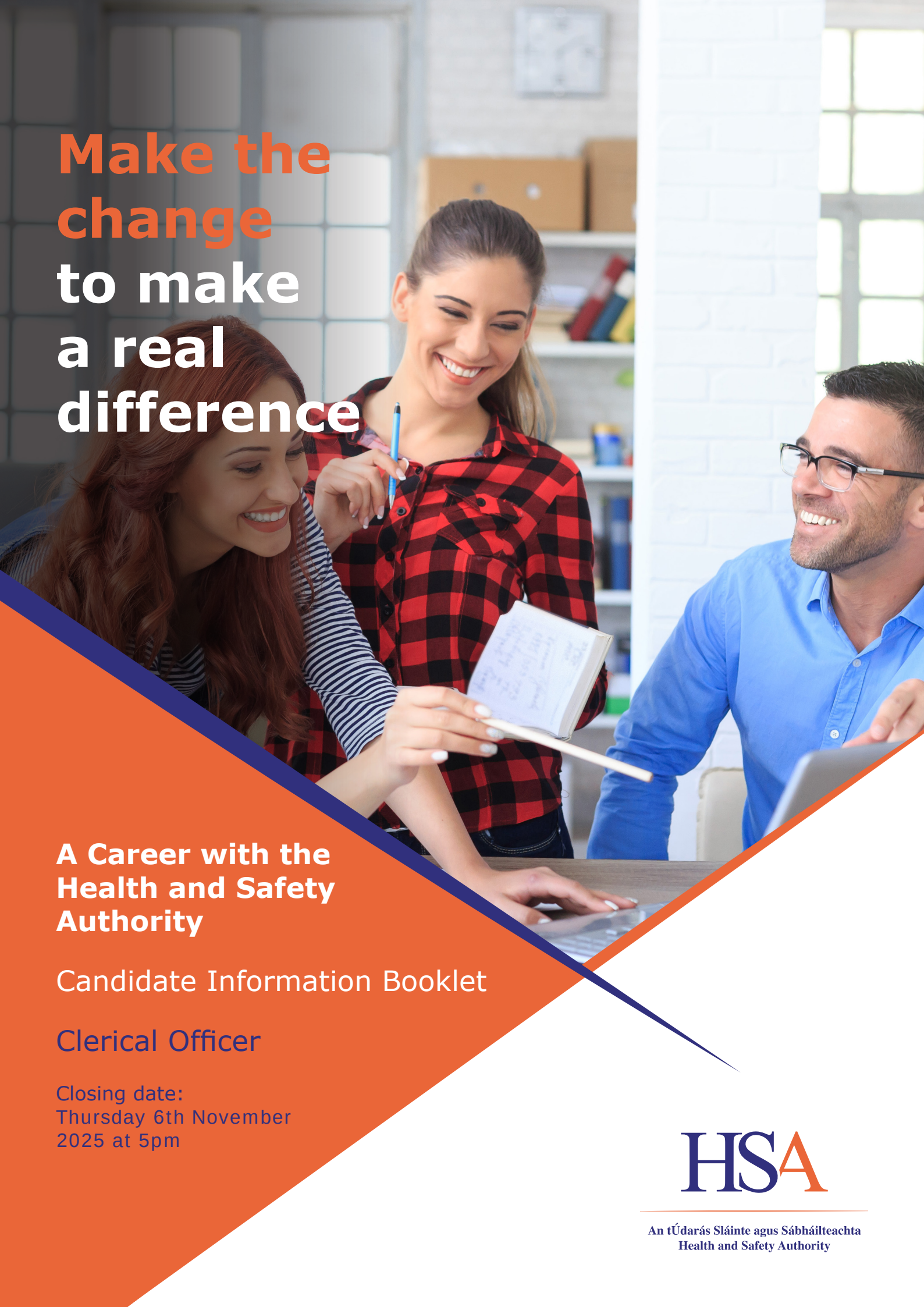




**Make the
change
to make
a real
difference**

**A Career with the
Health and Safety
Authority**

Candidate Information Booklet

Clerical Officer

Closing date:
Thursday 6th November
2025 at 5pm

HSA

An tÚdarás Sláinte agus Sábháilteachta
Health and Safety Authority

Who are we?

The Health and Safety Authority was established back in 1989. While our specific roles and responsibilities have developed over the years, our overall purpose is to deliver healthy and safe working lives and contribute to productive enterprises.

What we do

The Authority has a very broad mandate as set out below across the areas of occupational safety and health, chemicals, market surveillance and accreditation.

- To regulate the safety, health and welfare of people at work and those affected by work activities.
- To promote improvement in the safety, health and welfare of people at work and those affected by work activities.
- To regulate and promote the safe manufacture, use, placing on the market, trade and transport of chemicals.
- To act as a surveillance authority in relation to relevant single European market legislation.
- To act as the national accreditation body for Ireland.



The Chief Executive Officer, together with the Assistant Chief Executives (ACEs), manages the implementation of strategy in line with the Authority's statutory responsibilities. Each Assistant Chief Executive has responsibility for the divisions as set out below.

- a) The **Corporate Services** division provides the support structure of the Authority on which all other divisions and sections rely to carry out their functions and roles. The division has responsibility for people and organisational development, finance, ICT, facilities, communications, legislation and corporate governance, procurement, strategic management including risk management, Freedom of Information, quality assurance and internal audit.
- b) The **Chemicals and Industrial Products** Division has responsibility for international, EU and national legislation for the safe manufacture, authorisation, use, transport, import, trade, sale and market surveillance of chemicals and industrial products. It ensures the protection of workers, professional users, consumers and the environment from the risks associated with the use of hazardous chemicals and industrial products. The Division operates the REACH and CLP Helpdesk for Ireland.
- c) The **Occupational Safety** division has responsibility for the development and implementation of policy across specific sectors such as construction, manufacturing, mining and quarrying, engineering and transport, as well as national inspection and investigation teams for occupational safety and health. The division also incorporates the Authority's legal team who provide legal advice and handle prosecutions via the Office of Public Prosecution.
- d) The **Occupational Health** Division has responsibility for the development and implementation of policy and inspection programmes on occupational health and hygiene. The division also hosts the health and social care and agriculture, forestry and fishing national teams, which have a focus on occupational safety and health policy and inspection in these sectors. In addition, it has responsibility for the delivery of the Authority's enterprise and employee supports (BeSMART, HSAlearning, WorkPositive).
- e) The **Irish National Accreditation Board (INAB)** provides the national accreditation service for Ireland. INAB was established in 1985 and is a Committee of the Health and Safety Authority under legislation (Safety, Health and Welfare at Work Act 2005, as amended by the Industrial Development (Dissolution of Forfas) Act 2014. Accreditation is the formal recognition that an organisation is competent to perform specific processes, activities, or tasks in a reliable credible and accurate manner. INAB reports directly to the CEO of the Health and Safety Authority.



Further information about the Authority, including current structure, publications and key documents, is available at **www.hsa.ie**. Further information about INAB is available at **www.inab.ie**.

Why consider a role in the HSA?

Joining the Health and Safety Authority means becoming part of a purpose-driven organisation that values collaboration, responsiveness and works to a high ethical standard. We offer meaningful work that contributes directly to the public good along with opportunities for professional growth and development in a supportive and inclusive environment. We are outcomes focused and we are all working towards our vision to **'deliver healthy and safe working lives and contribute to productive enterprises'**.

We make a difference and we are proud of what we do. Working with the HSA will provide you with opportunities to work on initiatives that will help the Irish workforce to respond to the challenges of a changing world. So, if you are ready to make the change to make a real difference, consider a career with the HSA.



Our commitment to supporting our Staff:

- The Authority is committed to embracing opportunities for blended working, to build a dynamic, agile and responsive organisation while sustaining strong standards of performance and high levels of productivity.
- A healthy work-life balance is important to us and we recognise this by offering a comprehensive range of work-life balance options and a wide variety of special leave options.
- We also provide access to the Cycle to Work Scheme and the Tax Saver Scheme.
- We have a comprehensive staff occupational health and wellbeing programme including an Employee Assistance Programme, health screening, health and nutrition advice and wellbeing talks.
- We are committed to providing ongoing learning and development opportunities so that you can develop to your full potential. Staff are actively encouraged to pursue further education opportunities through our Refund of Fees Scheme.

Our commitment to Diversity and Inclusion:

- As an equal opportunity employer, we are committed to implement equal opportunities in all our employment policies and procedures.
- The Health and Safety Authority values and welcomes diversity and is committed to creating a truly inclusive workplace. We aim to develop colleagues to enable them to make a full contribution to meeting the Authority's objectives, and to fulfil their own potential on merit.
- Diversity and inclusion is reflected in and embedded across our employment policies and practices and is reflected in our current workforce demographic.
- We welcome and encourage job applications from candidates of all backgrounds.



The Role

Clerical Officer roles and responsibilities

Clerical Officers are involved in a wide range of roles and activities covering various functional responsibilities. The CO role involves a mixture of dealing with internal and external customers while working closely with your manager to ensure the required response and levels of service are provided. The precise nature of the role will vary depending on the team in which the appointment is made. All roles demand a good knowledge and skill level in the use of information and communications technologies.

The Authority reserves the right to assign Clerical Officers within the organisation as appropriate and necessary.

Key duties may include but will not be limited to:

- Working as part of a Contact Centre team to provide information to the public about our services over the phone, in writing as well as face-to-face to the highest quality standards.
- Maintaining high quality records in a thorough and organised manner on the Authority's databases.
- Liaising with internal and external stakeholders, as required.
- Approaching work in a methodical manner, displaying accuracy at all times, including when conducting routine or repetitive tasks.
- Acting as administrative supports to various operational units including taking minutes at meetings.
- Working as part of a team in delivering support services to the wider staff.
- Supporting line-managers and colleagues.
- Providing administrative support, which may include general clerical duties such as typing, word processing, filing, data input, photocopying etc.
- Assisting in the organising of conferences, meetings and seminars.
- Providing cover on reception as required.
- Working with the wider Divisional Team to support the delivery of overall team goals.
- Making decisions within limits and clearly defined guidelines normally under a reasonable level of supervision.
- Any other duties as may be assigned in accordance with the operational needs of the Authority.

Essential Requirements:

- At least a Grade D (or a pass) in higher or ordinary level in 5 subjects in the Leaving Certificate (or a qualification of equivalent/higher standard).
- A minimum of one years' experience in an office administration role.
- Strong computing skills including use of databases and Microsoft office packages (including Word, Excel and Outlook).
- Demonstrate that they possess the required competencies for the role (see Appendix 4).

Desirable Requirements:

- Recognised business administration or secretarial qualification.
- A 3rd level qualification in Safety, Health and Welfare.
- Proficiency in the Irish language.

Conditions of Service

Tenure

Appointment from this competition will be a full-time permanent Clerical Officer grade in the public service following successful completion of an eleven-month probation period.

Salary

For persons paying Class A rate of PRSI contributions, the scale is as follows:

€31,105	€32,845	€33,288	€34,150	€35,423
€36,694	€37,964	€38,889	€39,939	€41,156
€42,013	€43,219	€44,417	€46,286	€47,755 ¹ , €48,429 ²

Long service increments may be payable after 3(LSI-1) and 6(LSI-2) years satisfactory service at the maximum of the scale.

The starting salary will be at the minimum point of the scale and the rate of remuneration will not be subject to negotiation.

Appointments arising from this competition are subject to Section 52, of the Safety, Health and Welfare at Work Act 2005 and any other Act for the time being in force relating to the Authority.

Probationary Period

On appointment, the appointee will serve an 11 month probationary period. Prior to the end of this probationary period, a decision will be made on substantive appointment to the position.

Location

This role can be based in the Authority's Dublin HQ or in one of the regional offices as may be agreed by the Authority and the candidate. The role will have a nationwide remit. The Authority reserves the right, at its discretion, to change the primary location to any other place within Ireland. A panel of successful candidates will be established for the filling of current and future vacancies at the Authority's Offices.





Hours of Attendance

Hours of duty will be subject to the exigencies of the post but will not be less than 41 hours 15 minutes gross or 35 hours per week, Monday to Friday, excluding luncheon intervals. 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. A flexible working hours scheme is in operation.

Annual Leave

The annual leave allowance for this post is 22 days per annum, exclusive of public holidays, rising to 23 days after five years' service, 24 days after ten years' service, 25 days after 12 years' service and 26 days after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the public service and is based on a five-day week.

Additional conditions of service are available in **Appendix 1.**

How to Apply

Staffline will be managing all aspects of the recruitment process on behalf of the Authority. You can only apply for this role by completing an online application form, which must be completed in full and can be located at <https://staffline.getgotjobs.ie/> No enquiries or canvassing may be made to the Authority.

Closing Date

The closing date for completed applications is **Thursday 6th November 2025 at 5pm**. Applications will not be accepted after this deadline and late applications will be ineligible for consideration. Therefore, it is your responsibility to ensure that you have allowed sufficient time for the transmission of your application.



Acceptance of Application

Before you apply for any position please familiarise yourself with the job description and ensure that you meet the essential requirements. The acceptance of an application from a person, or the requesting of a candidate to attend for interview or any other test, is not to be regarded as an admission that such person possesses the prescribed qualifications, experience, or other essential requirements. Prior to appointing any candidate to a position, the Authority will make any enquiries it deems necessary to establish the suitability of that candidate.

For further information on the application and selection process, please see **Appendix 2**.



APPENDIX 1: ADDITIONAL CONDITIONS OF SERVICE

Contract Arrangements

Appointments arising from this competition are subject to Section 52, of the Safety, Health and Welfare at Work Act 2005 and any other Act for the time being in force relating to the Authority.

Staff of the Health and Safety Authority may not at any time engage in, or be connected with, any outside business or activity which would in any way conflict with the interests of the Authority, or be inconsistent with their official positions. For this reason, candidates who come under consideration for appointment will be required to complete a conflicts of interest declaration, which will be reviewed by the Head of P&OD prior to their appointment. In the event of identified conflicts of interest, it may arise that candidates may not be considered for certain posts.

Payment Arrangements

Salary will be paid fortnightly in arrears by credit transfer into your nominated bank account. In the event of overpayment, deductions will be made from subsequent salary payments in accordance with agreed procedures.

Travel and Subsistence

Travel and subsistence expenses properly incurred and vouched in the discharge of your duties shall be paid by the Authority in accordance with the scale applicable to civil servants at a comparable level subject to such conditions as approved from time to time.

Health

Any person appointed must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Appointees, who will be paying the Class A rate of PRSI, will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct

to the Health & Safety Authority. Payment of salary during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

The Organisation of Working Time Act 1997 (As Amended)

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

Superannuation and Retirement

Successful candidates will be offered the appropriate superannuation terms and conditions as prevailing in the public service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

APPENDIX 1: ADDITIONAL CONDITIONS OF SERVICE continued

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, (the 2012 Act).

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e., non-Single Scheme) as per the 2012 Act shall apply. The 40-year limit is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Early Retirement Schemes and Redundancy Schemes within the public sector

Such schemes imposed certain conditions on those availing of these schemes in relation to employment later in the wider public service. The onus is on each applicant to ensure, that if they have availed of such a scheme, they are eligible to apply for this competition.

Ill-Health Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract.

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.

APPENDIX 2: APPLICATION TERMS AND CONDITIONS

Contact details

On completing your personal details, you must provide a valid email address. You should note that all future correspondence during the selection process will be via the email address that you supply. It is your personal responsibility to monitor this email account.

Canvassing

Any attempt by candidates themselves, or by any person(s) acting at their instigation, directly or indirectly, by means of written communication or otherwise, to canvas or otherwise influence in the candidate's favour any officer of the Authority or any person acting on behalf of the Authority, will automatically disqualify the candidates for the position(s) they are seeking.

Eligibility to compete

Eligibility to compete is conditional on applicants, where relevant, having the necessary requisite work permit/visa/permission to enable them to work legally in the Republic of Ireland. The onus is on each applicant to satisfy themselves that they meet this requirement.

Selection Procedures

The Agency will use both essential and desirable requirements as referred to earlier in this candidate information booklet to shortlist candidates and scoring will be based on the information contained in the application form for the role.

The Authority, with the assistance of the Agency will convene an expert board to carry out the competitive stages of the selection process to the highest standard of best practice. Normally the number of applications received for a position exceeds that required to fill the vacancy. While candidates may meet the eligibility criteria of the competition, if the numbers applying for the post are such that it would not be practical to process all candidates to the next stage of the selection process, the Authority may decide that a certain number only will be progressed to the next stage. Candidates will be progressed through the various stages of the selection process based on their order of merit at each stage.

In the event of many applications the Authority may shortlist based on information provided in the application. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications, and experience meet the requirements of the post.

Selection methods may include:

- Shortlisting of applicants as outlined above
- Competitive initial/preliminary interview
- Online testing of candidate's abilities
- Written assessments with work sample test or other exercises
- Presentation to selection panel
- Competitive Final Interview
- Any other test or assessment as deemed appropriate including psychometric assessment.

Candidates will be required to attend for interview or any other tests at their own expense. It is not possible to alter the allocated interview/test date or time.

At the final stage, candidates who meet the required standard for the job are placed in order of merit and considered for appointment in that order.

We aim to accommodate candidates with no unnecessary obstacles placed in their way. We will assist candidates with disabilities, so they are provided with appropriate and reasonable accommodations to ensure that they have the best opportunity to perform to their optimum.

Prior to recommending any candidate for appointment to the position, the Agency will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it, the Authority, with the assistance of the Agency, may at its discretion select and recommend another candidate for appointment based on the results of this selection process.

APPENDIX 2: APPLICATION TERMS AND CONDITIONS continued

Communication with Candidates

The Authority conducts its recruitment in line with the Commission of Public Service Appointments (CPSA) Code of Practice. There is a commitment to open, timely and effective communication to candidates. Accurate, sufficient and appropriate documentation is issued to candidates. Enquiries are dealt with in an efficient and timely manner.

Clear, specific and meaningful feedback is provided when requested by candidates. Effective systems are in place to manage the feedback function.

The Authority's recruitment process is governed by the Freedom of Information Acts and candidates may request information in line with the requirements of that Act. It is Authority policy however to provide such information without the necessity for an FOI request.

Candidate Obligations

1. Candidates who do not attend for interview or any other test when and where required, or who do not furnish any material or evidence that the Authority may require in relation to their application, will have no claim for further consideration. Failure to furnish any documentation or other material within the required timelines will result in the candidate being deemed to have withdrawn their application from the competition.
2. Candidates must produce satisfactory documentary evidence of all qualifications claimed by them if required. Any credit given to a candidate at interview in respect of such claims is provisional and liable to revision if the necessary supporting documents are not furnished as requested. The Authority may request copies of academic transcripts and/or verify the authenticity of an applicant's qualifications with the relevant institutions.
3. Any candidate who supplies false or misleading information in their application may be disqualified. Candidates must not personate another candidate at any stage or interfere with or compromise the process in any way. Sharing information on the selection process through any means may result in you being disqualified.
4. Candidates must not canvass either directly or indirectly any person involved in the recruitment process.

5. The use of recording equipment of any type is not permitted at any stage of the recruitment process. Any candidate found to be in breach of this provision will be disqualified from a competition.

Candidates who fail to comply with these obligations may be disqualified from the process or, if already appointed they may have to forfeit the appointment.

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of character.
- Be suitable in all other relevant respects for appointment to the post concerned; and if successful, they will not be appointed to the post unless they:
- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Candidates Right to Review

The review process enables candidates to seek review when they believe that an action or decision taken in relation to the selection process was unfair or unreasonable.

Candidates must address their concerns in relation to the process, in writing, to the Agency in the first instance. A request for review must be received within 7 working days of the notification of the decision. Where the decision relates to an interim stage of the selection process (e.g., shortlisting for interview) a request for review must be received within 3 working days.

The case will be dealt with in an efficient and timely manner and in line with this policy and procedures and will be reviewed by a person other than the individual who made the decision in question. If the candidate is unhappy with the outcome of the review, he/she may request a further review which will be carried out by the Agency.

APPENDIX 2: APPLICATION TERMS AND CONDITIONS continued

Screening (References, Medical Examination and Garda Vetting)

When a selected candidate has indicated their interest in the position which is being filled, the next stage is to carry out reference checks, medical examinations and if appropriate Garda Vetting.

References are sought, in writing or by phone, and candidates will be informed in advance of referees being contacted.

Verification of qualifications relevant to the post will be required. This may take the form of requiring sight of qualifications in original or copy form, transcripts of results, verification of awards/memberships directly by the awarding/professional body etc.

Medical examinations will be carried out to ensure that candidates are fit to fulfil the requirements of the role and, where necessary, to identify special arrangements which should be put in place to assist them in fulfilling the requirements of the position.

Garda clearance must be sought for all staff who will be appointed to an Inspector role and any other position in accordance with our Garda Clearance Policy. Should this be necessary candidates will be required to complete an online Garda Vetting Form should they come under consideration for appointment. **Please note that the garda clearance process which we carry out only covers addresses in the Republic of Ireland and Northern Ireland.**

Candidates who have lived or worked outside Ireland are required to provide Police Clearance for any address(es) where he/she has resided overseas for a period of 6 months or more. You will be required to provide the Authority with a Police Clearance Certificate from those countries stating that you have no convictions recorded against you. The clearance must be dated after you left the respective countries. **Any costs incurred in this process must be borne by the candidates**

APPENDIX 3: GENERAL INFORMATION

Ethics of Public Office Act

The Ethics of Public Office Act 1995 and the Standards in Public Office Act 2001 applies to this post.

Confidentiality

Candidate confidentiality will be respected at all stages of the recruitment process. All personal information provided in the application form will be stored securely by the Agency for the Authority and will be used solely for the purposes of processing your candidature.

Legal Compliance

The Agency and the Authority are committed to complying with all relevant legislation over the course of this recruitment campaign, including but not limited to, the Employment Equality Acts 1998-2011, the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Freedom of Information Act 2014.

Expenses

The Agency and/or the Authority will not be responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

Data Protection (Recruitment Process)

Personal data is collected and processed as part of the recruitment process. The following personal data is collected:

- Your full name
- Your email address
- Your mobile telephone numbers

Lawful Bases for Processing Personal Data Consent

The Agency / the Authority processes personal data provided by you in your application during the recruitment process on the lawful basis of 'consent'. Your consent is required to process any personal data provided in the application for the specific purpose of progressing an application through the recruitment process. By entering a recruitment competition, you agree to us processing your data for the purposes of this recruitment process as outlined within this booklet.

Contractual

In the case of a successful candidate, personal data provided during the recruitment process may form the basis of the contract of employment.

How your Information may be shared

We will not disclose your personal information for any purpose which is not connected with the job application. We may disclose your data on a confidential basis to select employees of our external service providers who support us with the administration of recruitment applications and selection processes.

How long will your Information will be stored

Any personal data gathered in connection with your job application will be retained for 12 months.

Unsuccessful Candidates

For those individuals who have been unsuccessful in the recruitment process, all information provided to the Agency /the Authority will be retained by the Agency/ the Authority for a period of no more than 12 months. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Successful Candidates

For those individuals who have been successful in the recruitment process, all information provided to the Agency/ the Authority will be placed on your employee file. It will be retained during your employment with the Authority and for an appropriate period thereafter. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Your Data Protection Rights

You have the right to:

- ask what personal data we hold about you at any time,
- ask us to update and correct any out-of-date or incorrect personal data that we hold about you free of charge, and
- have any personal data about you deleted.

If you wish to exercise any of the above rights, please email your request to our data protection officer at **DPO@hsa.ie**

APPENDIX 4: REQUIRED COMPETENCIES

Key Competencies for the Role

The attention of candidates is drawn to the key competencies model that has been developed for posts at Clerical Officer level, which reflects the complex environment in which this position will operate:

CLERICAL OFFICER 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

Information Management / Processing

- Approaches and delivers all work in a thorough and organised manner
- 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, e.g. 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 judgment on when to ask manager or colleagues for guidance

APPENDIX 4: REQUIRED COMPETENCIES continued

Customer Service & Communication Skills

- 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
- 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
- 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



An tÚdarás Sláinte agus Sábháilteachta
Health and Safety Authority

**Make the change
to make a real difference**