

# Candidate Information Booklet

Campaign code:	MHCEX02
Role title:	Clerical Officer
Contract type:	Temporary Contract



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## The Position

<b>Introduction:</b>	The Mental Health Commission (“the MHC”) wishes to create a panel of Clerical Officers on temporary contracts to fill posts as they arise from time to time.
<b>Grade:</b>	Clerical Officer
<b>Office:</b>	Mental Health Commission
<b>Location:</b>	Mental Health Commission, Waterloo Exchange, Waterloo Road. Staff at MHC may also apply for a blended working arrangement.
<b>Organisation Website:</b>	<a href="http://www.mhcirl.ie">www.mhcirl.ie</a>

The MHC is an independent statutory body established in April 2002 under the provisions of the Mental Health Act 2001 (“the 2001 Act”). The principal functions of the MHC, as specified in the 2001 Act, are to promote, encourage and foster the establishment and maintenance of high standards and good practices in the delivery of mental health services and to take all reasonable steps to protect the interests of persons detained in approved centres. The MHC is also empowered to undertake such activities, as it deems appropriate to foster and promote these standards and practices.

The Assisted Decision Making (Capacity) Act 2015 (“the 2015 Act”) provides for the establishment of the Decision Support Service (“the DSS”) within the MHC to support decision-making by and for adults with capacity difficulties and to regulate individuals who are providing support to people with capacity difficulties. The 2015 Act reforms Ireland’s capacity legislation which has been in place since the 19th century. It establishes a modern statutory framework to support decision-making by adults who have difficulty in making decisions without help.

## The Role

The post of Clerical Officer is a key support position within the MHC. The role provides comprehensive administrative and clerical support to a team and assists with the smooth, efficient and professional operation of the division.

The successful candidate will be required to engage and communicate effectively with various internal and external stakeholders including staff, officials from government departments and public bodies, private sector bodies, disability organisations and others.

The duties of the Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The performance of the entire range of duties is not necessarily confined to any one individual within a division as the work requires that employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs.

As a Clerical Officer, the holder of the post will be expected to actively contribute to and participate in the overall development of the MHC and to promote its policies and values at all times.

## Key Responsibilities

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Under the overall direction of the relevant line manager, the Clerical Officer's key duties and responsibilities include:

- Providing administrative assistance; filing, photocopying, answering/making telephone calls, dealing with emails, reception desk duties;
- Supporting line managers and colleagues;
- Working as part of a team in delivering services;
- Communicating and dealing with the public and for example, responding to queries and providing information face-to-face, by telephone or via email;
- Using Information Technology on a daily basis, for example, spreadsheets, databases, email and the internet;
- Maintaining high-quality records in a thorough and organised manner;
- Checking all work thoroughly to ensure it is completed to a high standard;
- Approaching work in a careful and methodical manner, always displaying accuracy, even when conducting routine and repetitive work;
- Any other duties that are deemed appropriate by the line manager

## Reporting and Working Relationships

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The Clerical Officer is accountable to the Chief Executive of the MHC and reports directly to the relevant line manager within the team.

## Essential Requirements

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The candidate must possess, by the closing date, the following:

- Level 6 or higher on the National Framework of Qualifications or 2+ years' experience in a related role within the Public Sector
- Demonstrated administrative/clerical experience
- Experience using Microsoft Office packages
- The requisite competencies to carry out the role as outlined below.

## Desirable

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The following criteria are considered desirable for the post:

- Experience in dealing with regulatory and / or compliance matters
- Understanding of mental health and / or mental health services

## Competencies

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The person appointed to the role of Clerical Officer will be required to show evidence of the following competencies:

### 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
- Writes using correct grammar and spelling and draws reasonable conclusions from written instructions
- Identifies and demonstrates initiative and flexibility in ensuring work is delivered and appreciates the urgency and importance of different tasks
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

### Customer Service and 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 and 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

## How to Apply

### Eligibility to Compete

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Candidates must, by the date of job offer, be:

- a) A citizen of the European Economic Area. 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 is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa

### Selection Process

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The selection process will include:

- Shortlisting of applications,
- A competitive interview, and
- Completion of all relevant checks as set out below

Additional selection steps may be included

A selection board shall be established and will use the essential requirements as referred to earlier in this candidate information booklet to shortlist applicants. Scoring at the shortlisting stage shall be based on the information contained in the application form. Therefore, it is in your interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications, and experience meet the requirements of the post. 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 progress all candidates to the next stage of the selection, which is the interview process, the MHC may decide that a certain number of candidates shall only 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.

Following the interview stage, the MHC shall produce a panel of candidates listed in order of merit. Not all those interviewed may be placed on the panel.

Prior to recommending any candidate for appointment to a position, the HR team complete all relevant checks. 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 MHC may at its discretion, select and recommend the next person on the panel for appointment and this will be based on the results of this selection process.

The MHC is under no obligation to select a candidate from this panel.

Please note that any offer of employment made to a successful candidate may be subject to satisfactory:

- Reference verification,
- Qualification verification,
- Medical Assessment, and
- Garda Vetting

At the reference verification stage, referees sought will include your current employer and your next most recent employer.

## Closing Date

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The recruitment process is being managed by the HR Team at Osborne Recruitment. Applicants must submit their completed application form to [MHC@osborne.ie](mailto:MHC@osborne.ie)

Deadline for application: **On or before 28 April 2024**

Applications will not be accepted after the closing date and time. Therefore, it is your responsibility to ensure that you have allowed sufficient transmission time for your application. Applicants must ensure they retain a copy of the email submitted to [MHC@osborne.ie](mailto:MHC@osborne.ie) including the date and time in case of any queries.

An acknowledgement email will be issued in respect of all applications received (this email will acknowledge receipt, and it will not confirm eligibility or otherwise). If an applicant does not receive an acknowledgement email within 2 working days of the date of submission, the applicant should contact [MHC@osborne.ie](mailto:MHC@osborne.ie) to ensure the application has been received.

## Conditions of Service

### Contract Arrangements

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A temporary contract of employment with the Commission of 6 to 11 months will be offered to the Clerical Officer on terms and conditions determined by the Mental Health Commission, with the consent of the Minister for Health and the Minister for Public Expenditure and Reform.

### Salary

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The Clerical Officer salary scale (rates effective 1 January 2024) is as follows:

€555.90 ♦ €588.60 ♦ €596.90 ♦ €613.11 ♦ €637.03 ♦ €660.90 ♦ €684.76 ♦ €702.15 ♦ €721.85 ♦ €744.73 ♦  
€760.83 ♦ €783.48 ♦ €805.98 ♦ €841.11 ♦ €868.70<sup>1</sup> ♦ €881.37<sup>2</sup>

*LSI 1 after 3 years satisfactory service at the maximum.*

*LSI 2 after 6 years satisfactory service at the maximum.*

Candidates should note that entry will be at the minimum point of the scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if immediately before appointment you are a current serving civil/public servant.

The rate will apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 or is newly recruited to the MHC and is required to make a personal pension contribution.

Note: Salary for the purposes of calculation of superannuation benefits may differ from the above depending on individual circumstances.

### Payment Arrangements

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Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of the successful candidate's choice. Payment cannot be made until a bank account number, and bank sort code has been supplied to the MHC. Statutory deductions from salary will be made as appropriate.



A staff member appointed to this post will agree that any overpayment of salary or travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991 (as amended). In accordance with that Act, the MHC will advise the staff member in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will deduct the overpayment, at an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

## Tenure

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The appointment will be based on a temporary contract of employment with the MHC.

The probationary period will be for a period of one to three months from the date of appointment. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances.

During the probationary period, a staff member's performance will be subject to review by the line manager to determine whether the staff member:

- (i) has performed in a satisfactory manner; and
- (ii) has been satisfactory in general conduct.

Prior to completion of the probationary period a decision will be made as to whether the staff member will be retained. This decision will be based on the staff member's performance assessed against the criteria set out in (i) and (ii) above. The detail of the probationary process will be explained to the staff member by the MHC on commencement of employment.

Notwithstanding the preceding paragraphs in this section, the probationary period may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts 1973 to 2005.

## Location

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The usual place of work will be the Mental Health Commission, Waterloo Exchange, Waterloo Road, D04 E5W7. The MHC reserves the right, at its discretion, to change this location to any other place within Ireland.

Staff at the MHC can apply for a blended working arrangement as per the MHC Blended Working Policy.

## Hours of Attendance

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Hours of attendance will be fixed from time to time but will amount, on average, to not less than 40 hours gross of rest breaks or 35 hours net of rest breaks per week.

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. This may include working evenings and weekends.

**Outside Employment:** The position will be full-time, and the appointee shall not engage in private practice or be connected with any outside business which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

### Annual Leave

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The annual leave allowance for the position of Clerical Officer will be 22 days pro rata per annum. This allowance is subject to the usual conditions regarding the granting of annual leave in the public sector, is based on a five-day week and is exclusive of the usual public holidays.

### The Organisation of Working Time Act 1997 (as amended)

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

### Superannuation and Retirement

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The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service, at the time of being offered an appointment. Further information is available on request.

Candidates are also advised to refer to the following for further information:

- Incentivised Scheme for Early Retirement
- The Department of Health Circular 7/2010
- Collective Agreement: Redundancy Payments to Public Servants

Normal rules of the Public Service will apply as regards eligibility. In the case of the Incentivised Scheme for Early Retirement (ISER), one of its conditions at paragraph 12 of Circular 12/09 debarretirees from the Public Service under that Scheme from applying for another position in the Public Service. Therefore, such retirees cannot apply while the above restrictions continue in force.

**Important Notice:** 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 to be agreed with the successful candidate.

## Declaration

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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.

## General Information

### Ethics in The Public Office

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

### Confidentiality

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

### Legal Compliance

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The MHC 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

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The MHC will not be responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

### Canvassing

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Canvassing is prohibited and will result in disqualification from the competition.

### Cancelling Competition

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The MHC may at its discretion cancel this competition due to a change in business needs. Should this occur after the competition closing date applicants will be notified in writing.

### Data Protection – Recruitment Process

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Personal data is collected and processed as part of the recruitment process. This section sets out the information under the following headings:

- Personal data collected.
- Lawful basis for processing personal data.
- How your information may be shared.
- How long your information may be stored.
- Your data protection rights.

## Personal Data Collection

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The MHC collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, the MHC is committed to being accountable and transparent about how it gathers and processes this information.

The General Data Protection Regulation (GDPR) defines ‘personal data’ as meaning any information relating to an identified or identifiable living individual. It defines categories of ‘personal data’ as being name, address, date of birth, etc. The GDPR also sets out ‘special categories of personal data’ for more sensitive information that include, for example, health data.

The MHC conducts a competency-based recruitment process. Each candidate is asked to submit an application form. This recruitment process will often include a pre-employment medical assessment and references check. Depending on the role applied for, it may also include Garda vetting.

## Lawful Basis For Processing Personal Data Consent

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The MHC processes personal data provided by you in your application form during the recruitment process on the lawful basis of ‘consent’. Your consent is required in order to process any personal data provided in the application for the specific purpose of progressing an application through the recruitment process.

## Contractual

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

## Legal Obligation

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Personal data of prospective candidates and current employees (full-time, part-time, contract and agency) is processed on the basis that it is required for the MHC’s compliance with legislation (e.g., employment legislation). The MHC provides its employees with a Privacy Statement in relation to its use of employee information.

## How Your Information May Be Shared

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Your information may be shared with other parties as part of the recruitment process. Where this occurs, information is shared by necessity and in confidence.

## How Long Your Information May Be Stored

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The MHC has a Data Retention Policy that it applies to all information it stores. This policy is updated on an ongoing basis to keep pace with all relevant legislative changes.

## Unsuccessful Candidates

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For those individuals who have been unsuccessful in the recruitment process, all information provided to the MHC will be retained by the MHC 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

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For those individuals who have been successful in the recruitment process, all information provided to the MHC will be placed on your employee file. It will be retained during the course of your employment with the organisation 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 Right

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You have rights in relation to personal data collected, processed and stored by the MHC. Further information is available on our website under the heading 'Data Protection and Access Requests'. This section outlines what your data protection rights are and how to make a Data Subject Access Request to the MHC.

If you have any questions or would like to make a Data Subject Access Request, you may contact the Data Protection Officer at the MHC. The contact details are as follows:

### By Post

Data Protection Officer,  
Mental Health Commission,  
The Waterloo Exchange, Waterloo Road  
Dublin 4 D04 E3W7

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### By Email

[DPFOI@mhcirl.ie](mailto:DPFOI@mhcirl.ie)

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