



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

Temporary Clerical Officer in the Passport Service Department of Foreign Affairs

This campaign will be conducted in compliance with the codes of practice prepared by the Commission for Public Service Appointments (CPSA). These codes are available on www.cpsa.ie.

The Department of Foreign Affairs is committed to a policy of equal opportunity.

CONTACT:

Department of Foreign Affairs
passportTCO@dfa.ie

Closing Date: Noon, Friday 24th March 2023

Introduction

The Department of Foreign Affairs intends to recruit personnel for Temporary Clerical positions in the Passport Service.

Duties of the Role Can Include:

1. Verifying passport and citizenship (Foreign Birth Registration - FBR) applications and following up on incomplete applications with the customer.
2. Working in a team environment to meet target delivery dates.
3. Identifying and reporting potential compliance and other issues relating to passport and FBR applications to the team leader.
4. Working on passport production or dispatch teams.
5. Registration of customers' entitlement documents.
6. Dealing with members of the public regarding their applications for passports or FBR face to face or through written and/or oral communication via phone, webchat or email. Resolving customer service queries, providing information on passport and citizenship legislation and policies.
7. Daily use of hardware and software, including scanning devices, pcs and the Passport Service's application systems.
8. General administrative tasks as required.

Requirements:

Essential for the job:

COMPUTER SKILLS	<ul style="list-style-type: none">- Training in the passport and foreign birth registration computer applications will be provided. However, proven ability to use computer systems and proficient keyboard skills is essential.
COMMUNICATION SKILLS INCLUDING DEALING WITH THE PUBLIC	<ul style="list-style-type: none">- Strong, clear, written and oral communication skills- Confidence dealing with customer queries regarding applications over the phone or by correspondence.
ABILITY TO PRIORITISE WORK AND OPERATE AS PART OF A TEAM	<ul style="list-style-type: none">- Ability to work to tight deadlines- Prioritising work on a daily basis depending on volume of applications- Actively contributing as part of the team
ANALYTICAL SKILLS	<ul style="list-style-type: none">- Be able to apply strict guidelines in the processing of applications for passports and Foreign Birth Registration certificates in accordance with passport and citizenship laws.- Ability to review applications and make decisions to determine entitlement to an Irish passport or entry in the Foreign Births Register.- Ability to quickly and effectively examine a wide and varied range of entitlement documents.
LANGUAGE SKILLS	<ul style="list-style-type: none">- Applications from candidates with Irish language and Irish Sign Language skills and who are willing to

	communicate with customers through Irish or through Irish Sign Language are welcome.
--	--

Eligibility to compete:

Health & Character:

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must be of good character. Those under consideration for a position will be required to complete a health and character declaration. References will be sought.

The post will require special security clearance and will require completion of a form for Garda vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts.

Citizenship Requirements

Eligible candidates must be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK 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 the UK or Switzerland and has a stamp 4 visa.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) Incentivised Scheme for Early Retirement (ISER).

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys.

The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of either of these schemes are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

PRINCIPAL CONDITIONS OF SERVICE

1. General

The appointment is to a temporary 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.

2. Salary

The salary for this position, rate effective from 1 March 2023 is:

Temporary Clerical Officer (PPC)

€519.96 - €552.66 - €560.96 - €577.18 - €601.09 - €624.97 - €648.84 - €666.22 - €685.91 - €708.79 - €724.90 - €747.54 - €770.05 - €805.17 – LSI 1 €832.78 – LSI 2 €845.43

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).

Candidates should note that salary will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Payment will be made weekly 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.

Upon appointment, 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.

3. Tenure and Probation

Assignments will be to a temporary position. The duration and period of a temporary contract will vary from post to post. There is no entitlement to a permanent position.

Notwithstanding the above paragraph on tenure, we retain the right to consider holding a confined Selection Process for permanent appointment to certain positions within the Civil Service in certain limited circumstances.

Any such process will be held in compliance with the Commission for Public Service Appointments (CPSA) Code of Practice.

4. Headquarters

The successful candidates can be based in the Passport Office's in Balbriggan, Cork, Dublin 2 or Tallaght depending on their location selection in the application form. When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid subject to the normal civil service regulations.

5. Hours of Attendance

Hours of attendance will be as fixed from time to time but will amount to on average not less than 41 hours and 15 minutes' gross per week. Where extra attendance is necessary, payment or time off in lieu may be allowed in accordance with the Civil Service regulations. **Full-time and attendance in the office five days a week is required in the Passport Service**

6. Annual Leave

The annual leave for this position is determined by the number of hours worked.

7. 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.

Officers who are paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due to you under the Social Welfare Acts direct to the Department of Foreign Affairs. Payment of salary during illness will be subject to you making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

8. Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil 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 retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.
- **Retirement Age:** Scheme members must retire on reaching the age of 70 years.
- 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.

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 their re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**

• However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

III-Health-Retirement

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Appointment post ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post ill-health retirement from Public Service

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to PAS.

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. This 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.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

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

Secrecy, Confidentiality and Standards of Behaviour: Official Secrecy and Integrity

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will

agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Ethics in Public Office Acts

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Prior approval of publications

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

Political Activity

During the term of employment the officer will be subject to the rules governing public servants and politics.

All circulars are available on the website www.circulars.gov.ie or from the Personnel Section.

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(s).

FORMAT OF THE COMPETITION

Application and Selection Process

1. Applicants may apply by e-mailing passportTCO@dfa.ie to request an application form. Requests for application forms should be made no later than **3pm Tuesday 21 March 2023**.
2. Applications must be submitted using the application form. CVs will not be considered as applications. Applications must be typed and submitted in Word or PDF format.
3. Closing date for completed applications is **noon on Friday 24 March 2023**. Late applications are not accepted. Completed applications can be emailed to passportTCO@dfa.ie
4. Candidates ***must*** supply a valid, government-issued Photo ID with their application. **Applications made without a valid, government-issued Photo ID will not be considered.**
5. Depending on the number of applications received, a shortlisting process may be used to select a number of candidates to be invited to interview.

All applications will be acknowledged. If you do not receive an acknowledgment within three working days of applying, please contact passportTCO@dfa.ie.

All queries should be submitted in writing in the first instance to passportTCO@dfa.ie

NOTE: Eligibility may not be verified by the Department until the final stage of the process. Therefore, those candidates who do not possess the eligibility requirements, and proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign.

Selection Method

The methods used to select the successful candidate for this post may include:

- Shortlisting of candidates on the basis of the information provided in their application.
- A competitive interview.

Admission to the competition

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the Department is satisfied that such a person fulfils the requirements.

Candidates with Disabilities

Candidates who would like to avail of reasonable accommodations are asked to submit a medical report. The purpose of the report is to provide the Department with information to act as a basis only for determining reasonable accommodations where appropriate. These reports must be submitted by the competition closing date.

Security Clearance

Police vetting may be sought in respect of individuals who come under consideration for appointment. The applicant will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided. If applicants have resided outside the county for more than 6 months, they will have to provide a Police clearance certificate from the applicable country. If unsuccessful, this information will be destroyed by the Department of Foreign Affairs.

Specific candidate criteria

In addition to fulfilling the eligibility criteria set out, candidates must;

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

Declining an offer of appointment

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

Non-Refund of Expenses

Any expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. Information submitted with this job application is used in processing your application. All necessary precautions will be taken to ensure the security of your data.

Quality Customer Service

The Department aims to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Candidates' Obligations:

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; &
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Canvassing

Candidates should note that canvassing will disqualify and will result in their exclusion from the process

Code of Practice

The selection process for appointments will be conducted in accordance with the Code of Practice *Appointment to Positions in the Civil Service and Public Service (2022)* published by the Commission for Public Service Appointments and are available at www.cpsa.ie

Candidates are advised to familiarise themselves with the contents of the Code of Practice including, inter alia, the provisions in relation to the responsibilities placed on candidates.

Complaints and Requests for Review:

Complaints/requests for review will be considered by Human Resources in accordance with the procedures set out in the Code of Practice. The Code of Practice may be accessed by visiting www.cpsa.ie or by contacting the Commission.