



**HBS09405, Clerical Officer, Grade III
HBS HR, Aras Slainte Chluainin, Manorhamilton, Co. Leitrim**

Additional Campaign Information & FAQs

Closing date: Thursday 19th November 2020 at 12 noon

Dear Candidate,

Thank you for your interest in the role of Clerical Officer in Health Business Service HR in Manorhamilton, Co Leitrim.

We have prepared this document to support you through the recruitment process. This document outlines how the recruitment process will be run and important dates.

The document also contains a “FAQs” section which gives information about working conditions and COVID-19 related information.

We recommend that you read this document in its entirety before submitting an application.

1. The role of Clerical Officer, Grade III in Health Business Services, HSE

The role of Clerical Officer, Grade III is a key role in Health Business Services, HSE in Manorhamilton, Co Leitrim. Clerical Officers work in administrative offering office support to recruitment, pensions, Garda Vetting Liaison Office and other HR related services. These are busy offices which provide a national HR service to community, hospital and corporate services.

The Clerical Officer job specification offers more detail on the duties of the role, the requirements of the role and skills needed to carry it out. Please read the job specification before you apply for this recruitment campaign.

2. Who should apply?

We welcome applications from all suitably qualified individuals who meet the eligibility criteria for this role. Information on the eligibility criteria are available in the Job Specification.

For more details

- On the qualifications and eligibility criteria please see Appendix 1.
- For information on “Non-European Economic Area Applicants” please see Appendix 2. The HSE welcomes applications from suitably qualified non EEA Nationals who have refugee status. We will seek documentary evidence confirming refugee status at a later date.

3. How do I apply for this post?

- You must submit a fully completed Application Form particular to this post via the on-line portal. You will need to complete all areas of the form, otherwise your application will not be brought forward to the next stage of the selection process.
- As part of the on-line application process you will receive an email with a unique access/ verification code and a link which is specific to your application. We would advise that you do not share this email/ detail as it contains your personal data.
- In the instance that you are not in a position to complete your application in full at a particular point in time, you have the option to go back into your application via the link received and update your incomplete application where necessary. Once your application is completed in full and submitted

you will no longer have the ability to edit your application, you will however have the ability to view your completed application.

- Once you have completed and submitted your application you will receive a copy of your application via email. We recommend you use a personal email address to which you have regular access.
- As we require the same information from all candidates in order to make fair decisions on their applications we will not be able to process applications by CV or any other method.
- We check eligibility of the candidate at a later date in the process. Please do not apply if you do not meet the eligibility criteria as your application will be deemed ineligible and withdrawn from the recruitment campaign at a later date. It is important that you ensure you have fully demonstrated your eligibility for the role in your application form. If you omit information in this section pertinent to the eligibility criteria you will be deemed ineligible and subsequently not called forward to interview.
- HBS Recruit can only accept complete applications received by the closing date and time of **Thursday 19th November 2020 at 12 noon**. If you submit more than one application the first one received is the version that will be considered.
- Please note that HBS Recruit and Recruitment Services providers outside of the HSE, who are supporting this initiative on our behalf, will in the main contact you by email. As you can appreciate, it is your responsibility to ensure you have frequent access to your emails. You may receive email communications that have a time deadline requirement. As a result, we recommend you use a personal email address to which you have regular access. We will send you an email to alert you if we have sent you a communication by post.
- Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice.

4. How will the selection process be run?

The recruitment campaign is structured and pre-planned. In this section we outline exactly how we run the recruitment campaign:

- This campaign is being run by Health Business Services Recruit in the HSE. We will be supported by the recruitment agency CPL Healthcare in running this campaign. Appointments will be to HSE services and will be HSE contracts of employment
- It is our intention to form a recruitment panel as a result of this recruitment campaign and from this panel we will fill relevant current and future vacancies in Manorhamilton, Co Leitrim. A position on a panel is not a job offer and does not necessarily mean that you will be offered a post.
- To apply for this campaign you must complete the application form in full. Guidance on how to complete the competency based questions can be found in Appendix 6.
- Recruitment campaign staff will assess your application form against the eligibility criteria to see how your individual experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore it is very important that you think about your experience in light of those requirements.
- There may be a number of stages of selection and short-listing or a ranking exercise may take place. The criteria for ranking are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of the job specification. Those successful at the short listing or ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation. An online assessment will also take place to rank candidates.
- Any applicant who does not meet the eligibility criteria/ is not shortlisted will be informed of that decision and the reason why.
- All candidates who have been deemed eligible (and, if relevant, short listed) will be invited to complete an On-Line Assessment. You will be provided with further details about this online assessment after your application has been deemed eligible. A practice assessment will be available to give you the opportunity to familiarise yourself with question types, formats etc.
- You will note we ask for documentation to be uploaded to accompany your online application form. This documentation (ID, copy of qualifications etc) is documentation that is needed to secure a job in the health service. We ask for it at application stage so we can start working on this documentation with the aim of offering jobs as soon as possible. If you have a copy of your educational achievements (if relevant) you should upload them at application stage. However, you can provide these later if you don't have them in your possession at present.
- If you are to be offered a job we will ask for further personal documentation at that stage so we can set up your contract of employment and your pension.
- Candidates invited to interview will be given more details regarding the interview and how to prepare for it at a later date. Please note that interviews are likely to be conducted via Video Link / Skype

Conference Call/ MS Teams. You will be provided with more detail and support on this if you are to be called to interview.

- Candidates who are successful at interview will be placed on a panel in order of merit with the highest scoring candidate being placed first, the next highest being placed 2nd etc.
- If there is an existing panel in place this may take precedence over the newly formed panel for this campaign.
- Posts are offered to the candidate with the highest order of merit. Full details on how panels operate are available in Appendix 5.
- The time lines and panel management rules (i.e. how posts are offered) for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel.
- We would like to highlight to you that interviews form a part of the selection process. The HSE must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post.

5. Formation of Panels

What is a panel?

A panel is a list of candidates successful at interview placed in order of merit. Candidates are awarded a mark during the interview process and the candidate who scores the highest mark is placed first on the panel. Subsequent vacancies are then expressed to the panel in order of merit. If the number one successful candidate that expressed an interest on the panel refuses the job offer, it is then offered to the second candidate who expressed interest on the panel. Once a panel is formed, it remains in existence for 1 year and may be extended.

Marking System

Candidates are given marks for skill areas during the interview. These assessment areas are decided before the interview.

Please note in order to be deemed successful for a panel you must be awarded a minimum score of 40 for each competency area.

6. Security Clearance

You may be required to complete Garda Vetting and produce police clearance if your role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). This process will be initiated by HBS Recruit for the confirmed successful candidate recommended for any post engaged in relevant work. You will be informed if this is required for your appointment at a later date.

Please see **Appendix 3** for more information on international clearances.

8. Appeal Procedures

Appointments in the HSE are made under a recruitment license and are subject to Code of Practice established by the Commission for Public Service Appointments (CPSA). The Code of Practice provides that candidates may make a request for review (see section 7 of the Code) OR make a complaint (see Section 8 of the Code) of any part of the appointment process that they feel is unfair or has been applied unfairly to them. These two forms of review procedure are mutually exclusive. Before submitting a request for review candidates should determine which procedure is appropriate to their particular circumstances.

The procedures allow for matters to be resolved on an informal basis and candidates are advised to avail of the informal process before making use of the formal review procedure. Candidates should in the first instance make an informal appeal to Corinna Clancy, Campaign Lead (corinna.clancy@hse.ie). Please note that informal appeals prior to interview must be submitted within 2 working days of receipt of a decision. Informal appeals after interview must be submitted within 5 working days of notification of a decision.

We encourage you to visit www.cpsa.ie for further information on the code of practice and informal and formal review procedures.

9. HSE Privacy Policy

HBS Recruit is committed to protecting your privacy and takes the security of your information very seriously. HBS Recruit aims to be clear and transparent about the information we collect about you and HBS09405 Clerical Officer, Grade III

how we use that information. More information on the HSE Privacy Policy, is available at <https://www.hse.ie/eng/privacy-statement/>

How will the data be used?

By completing an application form you consent to your data being used for healthcare recruitment.

The data gathered will be held and distributed for the purposes of recruiting Clerical Officers. We will also be receiving services from providers outside of the HSE, for example, recruitment services.

In order to assist in this process, we may need to share your personal information with those providers. We are careful only to share the information that is necessary for this purpose. Anyone who receives this information is also bound by confidentiality and the data protection laws. In certain situations, we may have to disclose your personal information to other agencies, in accordance with legal requirements, i.e. Dept. of Social welfare, Department of Health, the Courts etc., or in an emergency situation to prevent injury to other persons.

How will your data be stored?

The data gathered will be held on password protected computers/ cloud storage.

Information on the General Data Protection Regulation is available at <https://www.hse.ie/eng/gdpr>

Filling in the Online Form

I have some questions about the campaign- who do I email?

Please email Admincampaigns@hbsrecruitmentservices.ie

If you have questions about completing the online application form, please use the helpdesk facility within the application form.

I want to update my application details, how do I that?

You received an email to thank you for your application. You can update your details following the link on this email.

I have not heard anything from you yet- did you get my application?

If you have registered correctly you will receive a copy of your application. If you did not receive these please try to apply again before the closing date and time. If you continue to encounter problems with this please contact the help desk by clicking the following link: [Help Desk](#)

How can I get a copy of my leaving certificate results?

Details of how to do this is available on

<https://www.examinations.ie/index.php?l=en&mc=ca&sc=extr>

What is an examination of “at least Equivalent Standard” to a leaving certificate?

A passed examination of at least equivalent standard is a QQI full award at level 5 (formerly FETAC) on the National Framework of Qualifications (NFQ) or a recognised foreign qualification.

Useful reference points for establishing equivalence are:

The NFQ is available on the Quality and Qualifications Ireland (QQI) website <http://www.nfq-qqi.com/index.html> . The framework is a system of levels for relating different qualifications (i.e. awards) to one another. This may assist you finding out if your examination is of an equivalent standard.

For holders of foreign academic qualifications NARIC Ireland provides advice on the academic recognition of a foreign qualification by comparing it, where possible, to a major award at a certain level on the Irish National Framework of Qualifications (NFQ). You can search the database at: www.naric.ie. A comparability statement for each qualification listed is available for download. If you are unable to locate a particular qualification, you can submit a query using the query form at the above web address.

Why do you look for documents to be uploaded during the application process?

We ask for documentation to be uploaded to accompany your online application form. This documentation (ID, qualifications) is documentation that is needed to secure a job in the health service. We ask for it at application stage so we can start working on this documentation with the aim of offering jobs as soon as possible. If you are successful at interview and are to be offered a job we will seek additional documentation including birth certificate, marriage certificate (if relevant) etc to set up your personnel file and pension.

How you will be contacted

How will you contact me?

We will contact you mainly via mobile phone (text/ phone call and email).

Salary

HBS09405 Clerical Officer, Grade III

Who much will I be paid?

The Salary scale for the post as at (01/10/20) is:

Euro 24,601 - 26,218 - 26,615 - 27,424 - 28,603 - 29,785 - 30,968 - 31,826 - 32,799 - 33,928 - 34,726 - 35,844 - 36,971 - 39,087 - **40,592 LSI**

Which point of the pay scale will I go on?

Generally it will be the first point of the scale. You will be provided with clarification on this when are you offered a job. Incremental credit may be awarded in line with your relevant reckonable service.

Training for the Role

Will there be training for this role?

Yes there will be training and induction for the role and you will be provided with further information on this when you accept a role.

Working from Home/ working in the office

Can I work from home or can I work in the office?

HBS HR follows public health advice with regards to the working location, in line with service needs. At present the majority of HBS HR staff are working from home with some requirement to attend the office in Manorhamilton in person, as per service requirements. IT equipment will be supplied. HBS HR staff will return to the office to work when requested and in line with service needs.

Agency Workers

I am an agency worker, can I apply for the role of Clerical Officer?

This is an open recruitment campaign. Any applicant who is meets the eligibility criteria is invited to apply.

Employment Contract Type

What types of employment contracts will be available?

There is likely to permanent and specified purpose (temporary) contacts of employment available. You will be notified of the contract length if we offer you a job. Contracts may be extended.

Will I get a permanent contract of employment from this?

You will be appointed as per the term of employment available at that time. The Protection of Employees (Fixed Term Work) Act 2003 will apply.

Will I have a HSE contract of employment?

Yes the candidates appointed from this recruitment initiative will be HSE employees and receive HSE contracts of employment.

We are being joined in this recruitment initiative by CPL Healthcare who are supporting the HSE in appointing candidates into HSE contracts of employment.

The Selection Process

Will I have to attend an interview?

At the moment it is envisaged a virtual (e.g. MS Teams) interview will be arranged to make sure we match the right people with the right roles. We will make contact with people to arrange these as and where the needs are emerging to fill roles. In some cases we may conduct more in-depth selection processes and we will inform you of that at the time.

Will I have to do an occupational health/ health assessment?

Yes. It is important that we continue to safeguard not only our clients, but also anyone working with and for the HSE, so a health assessment may take place. This can be paper based, by phone or in person – the most appropriate process will be determined by Occupational Health

Will I have to do Garda/ Police clearance?

You will be informed if you need to undergo Garda Vetting, in line with the National Vetting Bureau Children & Vulnerable Persons Act (2012).

I have a criminal conviction, should I still apply?

We cannot make that decision for you as this is specific to each individual. The nature of your conviction would determine whether or not you could proceed to a role.

Childcare/ Care Arrangements

What childcare arrangements will there be?

At present there are no centralised childcare arrangements supplied for those who work during COVID-19. If there is a change to this we will update this information.

Social Welfare Payments

If I take up a job will I still get my Social Welfare payments?

Social Welfare rules will apply and will depend on your individual circumstances. As this will be decided by your particular circumstances and the type of employment offered to you, further clarification can be given to you when you are being offered a job.

About Covid-19

I have an underlying medical condition, can I still work?

If you have an underlying medical condition you should disclose this to Occupational Health. We will be guided by Occupational Health in assigning workers.

Am I more likely to get COVID-19 if I take this job?

COVID-19 is an infectious virus. Health care workers will be advised by the health service on how to reduce transmission and protect yourself. At present HBS HR staff are largely working at home to reduce transmission.

What if I don't know that I have COVID-19 and I start working?

If you believe you have been exposed to someone with COVID-19 or experience the symptoms, you should follow the existing public health advice including notifying your line manager immediately.

Where can I find out more about COVID-19 or coronavirus?

Keep yourself updated with the most up to date health care advice by visiting [hse.ie/coronavirus](https://www.hse.ie/coronavirus).

Candidates must have at the latest date of application:

1. Professional Qualifications, Experience, etc.

- (i) Obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied.

Or

- (ii) Passed an examination of at least equivalent standard

Or

- (iii) Satisfactory relevant experience which encompasses demonstrable equivalent skills

2. Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. Character

Each candidate for and any person holding the office must be of good character.

POST SPECIFIC REQUIREMENTS

Where a post requires specific experience or skills this will be notified to panel members at “expression of interest” stage.

(i) EEA Nationals

EEA nationals who do not require work permits / visas / authorizations are nationals of the following countries: Austria, Belgium, Croatia, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom, Republic of Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia, Norway, Iceland, Liechtenstein, Switzerland, Bulgaria and Romania.

(ii) NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE

In order that we can process your application it will be necessary for you to submit the following scanned documentation (when we request it from you):

A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration stamp showing you have permission to be in this State.

and

A scanned copy of your current Certificate of Registration which is also known as an Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 1G, Stamp 4, Stamp 4EUfam, Stamp 5, Stamp 6.

or

** A scanned copy of your current Certificate of Registration which is also known as an Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 1.*

OR

A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration stamp showing you have permission to be in this State

and

A scanned copy of your current Certificate of Registration which is also known as an Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 3 and scanned copies of the following (mandatory)

and

Marriage/Civil Partnership Certificate

And

Spouse's passport showing their identification and current immigration stamp **and** a copy of their Critical Skills Employment Permit (CSEP).

or

** Spouse's passport showing their identification and current immigration stamp **and** their current Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 1, 1G, 4, 5 or 6*.*

or

** If your spouse holds a Stamp 2 for the purposes of **PhD study**, please include a copy of their passport showing their identification and current immigration stamp **and** their current Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 2 **and** documentary evidence from the relevant educational institution showing that they are a **PhD student***

** You cannot start a job or enter employment unless your employer has obtained an employment permit for you*

For more details on EEA countries please see visit the Department of Business, Enterprise and Innovation website <https://dbei.gov.ie/en/>

Please note:

The HSE welcomes applications from suitably qualified Non-EEA Nationals that have refugee status. We would be grateful if such applicants would provide documentary evidence confirming their status, when we request that information from you.

When a panel member accepts a post they may need to apply for a vetting disclosure from the National Vetting Bureau if their role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). This process will be initiated by HBS Recruit for the confirmed successful candidate recommended for any post engaged in relevant work. You will be informed by HBS Recruit if you need Garda Vetting and Police Clearance.

If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland it may be mandatory to provide security clearance for each jurisdiction in which you have resided stating that you have no convictions recorded against you while residing there. All appointments will require satisfactory security clearances, as relevant to that role. Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK excluding Northern Ireland, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career within the HSE we would strongly advise that you commence seeking international security clearances now.

Note: Candidates who studied outside of the Republic of Ireland or Northern Ireland e.g. in the UK (excluding Northern Ireland), please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated **after** you left the UK.

The following websites may be of assistance to you in this regard:

United Kingdom

https://www.acro.police.uk/police_certificates.aspx

<http://www.police.uk/forces/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

Australia

www.afp.gov.au This website will provide you with information on obtaining a national police clearance certificate for Australia

New Zealand

www.police.govt.nz This website will provide you with information on obtaining police clearance in New Zealand.

United States of America

Please note that valid Security/Overseas Clearance from the USA must be obtained from the **FBI only**,

<https://www.fbi.gov/about-us/cjis/identity-history-summary-checks>

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

Other Countries

For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who accept a job offer will have specified timeline within which to produce the required documentation; otherwise the job offer will be withdrawn. These timelines are communicated to you at proceed to pre-employment clearances stage – typically this is 5 working days.

When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

Note: Any costs incurred in this process will be borne by the candidate.

Persons in receipt of a pension from specified Superannuation Schemes

Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed by the Health Service Executive before applying/competing for posts to be filled through this recruitment campaign.

Abatement of Pension (Section 52 of Public Service Pensions Act 2012)

Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

Interviews form a part of the selection process. The HSE reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory.

The HSE must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post. The HSE determines the merit, appropriateness and relevance of references. Please note the HSE may retract a post if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. The HSE reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

Please note the HSE reserves the right to contact all available successful candidates in the event that panels are exhausted. The HSE reserves the right to extend the life of the panel to fill vacancies that may arise. The HSE may modify panel management rules in line with service need during the life time of the panel and will notify all remaining candidates of any important changes.

Panel Management Rules

In this appendix we outline how individual posts are notified to candidates who are successful at interview and are placed on the recruitment panel in order of merit. The time lines and panel management rules for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel.

Frequently used terms:

Expression of Interest: An expression of interest simply means that you indicate that you would be interested in this job should it be offered to you.

Recommendation for Post: A recommendation to proceed simply means that you are the candidate who expressed an interest in a post and is highest in order of merit and will be invited to proceed to the next stage of the recruitment process (pre-employment clearances) i.e. reference checking, occupational health and garda vetting etc

Order of Merit: The order of merit is initially decided by your score achieved at assessment/ interview i.e. candidates are listed in order determined by their score, the highest score achieved is no.1 on the panel, the second highest score is no.2 etc.

Permanent Whole Time Posts

You will have three working days++ in which to express an interest in a permanent post. You will be made aware by an "alert" text to your mobile phone to advise you of an e-mailed letter regarding the details of the post and the last date by which you may express an interest. You will also receive a description of the post / service as well as contact details for the Service Manager to discuss the service / department. We strongly recommend that you do so.

HBS Recruit may notify more than one candidate, in order of merit that a permanent post has arisen. This notification invites an expression of interest in a post and should not be considered an offer. The candidate who expresses an interest in the post and is highest in order of merit will then be invited to proceed to the next stage of the recruitment process i.e. pre employment clearances. Candidates who do not express an interest or who reject a post when formally invited to proceed to pre-employment clearances will not be moved on the panel and their ranking on the panel will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification text and email. It is most important for candidates not to express interest in posts that there is little chance they would accept as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

Candidates who formally proceed to pre-employment clearances for a permanent post will no longer be eligible for any further expressions of interest and will be removed from the panel

Please note that candidates successful at interview and placed on the panel formed through this recruitment campaign will not be considered as applicants for future recruitment campaigns to supplement this primary panel. This applies if you are still active on the panel. *(Panel members who have accepted a specified purpose contract are considered active panel members)*

++ Where Service need requires the time span in which to express interest may be less than three working days. The time span and deadline for expressing interest will be clearly indicated on your text alert and in the expression of interest email. We strongly advise candidates to pay due attention to expiry times.

Permanent Part Time Posts

Vacancies may arise that constitute less than one full time post (i.e. less than one full working week). Where possible we will endeavour to merge vacancies together in order to create a full time post. If this is not possible we will proceed to express the part time post to candidates in order of merit. Permanent part time posts will be communicated to candidates in the same manner as permanent whole time posts. Candidates who do not express an interest or who reject a post when formally invited to proceed to pre-employment clearances will not be moved on the panel and their ranking on the panel will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification text and email. It is most important for candidates not to express interest in posts that there is little chance they would accept as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

Candidates who formally proceed to pre-employment clearances for a part time permanent post will no longer be eligible for any further expressions of interest and will be removed from the panel.

Please note that candidates successful at interview and placed on the panel formed through this recruitment campaign will not be considered as applicants for future recruitment campaigns to supplement this primary panel. This applies if you are still active on the panel. *(Panel members who have accepted a specified purpose contract are considered active panel members)*

Specified Purpose Whole Time or Part Time

You will have 48 hours in which to express an interest in a specified purpose post. You will be made aware by an "alert" text to your mobile phone to advise you of an e-mailed letter regarding the details of the post and the time by which you may express an interest in the job. You will also receive a description of the post / service and contact details for the Service Manager to discuss the service / department if you wish to do so.

HBS Recruit may notify more than one candidate, in order of merit that a specified purpose post has arisen. This notification invites an expression of interest in a post and should not be considered an offer. The candidate who expresses an interest in the post and is highest in order of merit will then be invited to proceed to the next stage of the recruitment process i.e. pre employment clearances. Candidates who do not express an interest or who reject a post when formally invited to proceed to pre-employment clearances will not be moved on the panel and their ranking on the panel will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification text and email. It is most important for candidates not to express interest in posts that there is little chance they would accept if offered as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

Candidates, who proceed to pre-employment clearances for a specified purpose post will not receive any further expressions of interests for specified purpose posts, and will be classified as "dormant". This means that you will not be contacted regarding any further specified purpose posts, which arise unless you notify HBS Recruit. At any time, after you take up duty should you be about to become available for specified purpose work again, you can contact HBS Recruit, who will immediately reactivate your status on the panel confirming your availability for specified purpose posts.

Candidates who take up specified purpose positions will not forfeit their ranking on the permanent panel. Candidates who do not take up or express an interest in specified purpose vacancies will not forfeit their ranking on the panel. Regardless of whether a candidate's status on the panel is dormant (due to accepting a specified purpose post) or active, it will not affect in any way expressions of interest for permanent positions.

Interviews form a part of the selection process. The HSE reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory.

Appendix 6- Completing the competency based questions

In the competency based questions section, you are required to describe some of your personal achievements to date that demonstrate certain necessary skills and qualities required for the position of Clerical Officer, Grade III. The skills and qualities are outlined in the Questions Areas 1 – 3.

All question areas must be completed and remember that you will be questioned on all areas at interview. The instructions below will help you to complete your answers, but you should also consider these instructions when you are preparing for interview.

For each Question Area 1-3, you are given a description of a competency- a skill or quality. You are then asked to describe a situation, from your own experience, which you think is the best example of what **YOU** have done which demonstrates this skill or quality. It is essential that you describe how **you** demonstrated the skill or quality in question.

The information you present here may form part of a ranking exercise process, and will also be used to help structure your interview, if you are invited to one. A ranking exercise may apply based on the information you provide in your application form.

Therefore, compose your replies carefully in this section and try to structure what you write so that you give specific information about what you have done - for example, do not simply say that "X was successful", describe exactly what you did and how you demonstrated the skill or quality in question.

One of the key skills required of the Clerical Officer, Grade III is the ability to write clearly and concisely and your written communication skills will be assessed against what you write on your application form.

For each example please include the following:

- (a) **the nature of the task, problem or objective;**
- (b) **what you actually did and how you demonstrated the skill or quality (and, where appropriate, the date you demonstrated it);**
- (c) **the outcome or result of the situation and your estimate of the proportion of credit you can claim for the outcome.**

Please do not use the same example to illustrate your answer to more than two skill areas.

Please note that, should you be called to interview, the board may look for additional examples of where you demonstrated the skills required for this post so you should think of a number of examples of where you demonstrated each of the skills.

Guidelines for Completing the Competency Based Questions

Competency Based Questions are designed to help you to present relevant evidence in order that decision makers can evaluate how well you 'fit' the requirements of a particular role. Relevant evidence is usually drawn from your experience to date and the way in which you have accomplished a range of activities. Those involved in screening the applications will be evaluating the information you give against **specific skills** required for effective performance in the role. To do this they need you to give enough detail so that they can tell **what you actually did** and **how you did it**.

The people doing the screening **will not** assume that you demonstrate a skill at the right level just because of your current role, length of experience or educational qualifications. These do not give enough evidence about how you accomplished relevant tasks.

So, if a question is about your approach to decision making, you need to do more than describe your current role and list important decisions you have made. You will need to describe **how** you reached relevant decisions.

Some guidelines for presenting yourself well are given below:-

- **Give specific examples** – most questions will ask you to describe an example of when you have demonstrated a skill: try to do this concisely but with enough detail so that the reader will be clear about **what you actually did**. This detail might include information about timescales, the number of people involved, budgets etc. It can help to use bullet points to that the sequence of events is clear to the reader.
- **Give a range of examples** – if possible, base your answers on different situations or challenges you faced rather than rely on just one experience. This helps the reader to evaluate how you tackle different challenges and not just your behaviour in a 'one off' situation.
- **Be concrete rather than theoretical** – a clear description of **how you actually behaved** in a particular situation (and why) is of much more use to the reader than a vague or general description of what you consider to be desirable attributes.

Examples on how to complete this section of the application form

Skill Area: Communication Skills: *able to adapt your communication style to particular situations and audiences..... able to produce clear and concise written information....*

Example 1: *I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of the clients' needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.*

Example 2: (a) *The unit I was attached to was responsible for producing a management report and supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.*

(b) *I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.*

(c) *The summarised management report and improved presentations were seen as a success by the clients, who with exception, in responding to an evaluation survey, found the new format/style better than the previous, and all requested that the revised system should be continued. 80% credit*