



Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Candidate Information

Booklet: Clerical Officer

Role:	Clerical Officer
Term:	Permanent
Office:	Residential Tenancies Board
Location:	Dublin City Centre
Competition type:	Open competition
Closing date:	Apply before 3pm on Monday, 31 st March 2025. We cannot accept late applications



1) Who we are

The Residential Tenancies Board is an independent, public body established to regulate Ireland's rental sector. Our role covers four areas that include:

- Maintaining a national register of tenancies.
- Providing a dispute resolution service, primarily for landlords and tenants.
- Ensuring compliance with rental law.
- Providing information, research, data and insights to inform policy.

We operate under the auspices of the Department of Housing, Local Government and Heritage.

What we do

A healthy rental sector is a vital part of a well-functioning housing market. Our work is central to delivering this for Irish society.

Each year we:

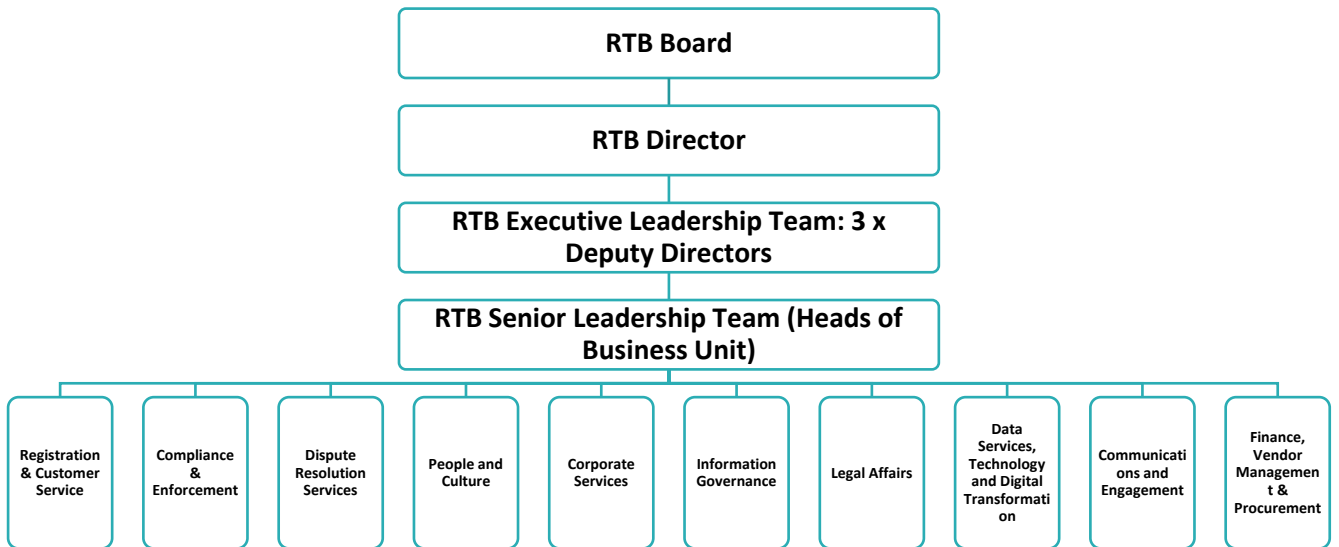
- Register over 300,000 private, Approved Housing Body, cost rental and student-specific accommodation tenancies.
- Resolve disputes between more than 9,000 landlords, tenants and neighbours.
- Run targeted compliance campaigns to ensure landlords are following rental law.
- Provide information on rental law to 700,000 visitors to our website.
- Publish four quarterly updates with the latest data on the state of Ireland's rental sector.

How we function

- **Staffing:** We have an approved staffing level of approximately 125 employees. We also outsource some business processing, legal and information technology functions to external providers.
- **Funding:** We are funded by tenancy registration fees, dispute fees and Government funding through the Department of Housing, Local Government and Heritage.
- **Priorities:** You can read about our strategic priorities in the RTB's Statement of Strategy 2023 – 2025 on our website.



Our organisation structure



2) Working with us

Equal opportunities

We are an equal opportunities employer. We are committed to employment policies, procedures and practices that do not discriminate because of a person's gender, civil status, family status, age, disability, race, religious belief, sexual orientation or membership of the Traveller community.

We aim to create a diverse, inclusive and rewarding place to work. We believe that we benefit from the different backgrounds, experiences and perspectives of our staff. We encourage talented people from all backgrounds to join our organisation.

Career development

As a Clerical Officer at the RTB, you will have opportunities to grow your career and to experience a wide range of responsibilities. You will deal directly with RTB staff, stakeholders and members of the public, helping to respond to their queries and to resolve issues. You may also have the opportunity to broaden your skillset by taking part in groups and projects outside of your formal duties.

At the RTB, we recognise and value the contribution of our staff, and we continually invest in their development. Our work environment supports staff and provides opportunities for personal and professional development.

What will my responsibilities be in this role?

Working closely with colleagues and your line manager, your duties may include:

- General clerical duties – for example typing, filing, photocopying, inputting or checking data, dealing with correspondence, answering or making phone calls.
- Collaborating effectively as part of a team to deliver important RTB services.
- Maintaining high quality records in a thorough and organised manner.
- Processing, auditing and examining various documentation.
- Assisting in preparing reports, correspondence and other documents as necessary.
- Providing secretarial support for meetings and taking minutes when required.
- Responding to stakeholder queries and requests for information in a professional, courteous and timely manner.
- Taking ownership of assigned tasks and prioritising competing tasks to ensure they are completed on time and to a high standard.
- Using information technology on a daily basis for example, word processing, spreadsheets, databases, email and internet.
- Working as part of a team to deliver support services to the wider staff.
- Contributing to and carrying out project work as required.
- Keeping up to date with the practices and procedures of the RTB.
- Developing and maintaining the technical skills and knowledge required to perform effectively in the role.
- Other duties relevant to the level of this post may be assigned.

As a Clerical Officer, you may be moved between business units for RTB operational reasons and in response to business needs. Your responsibilities may also change to respond to business needs.

Am I eligible to apply?

To apply, you must:

- Be at least 18 years of age by the closing date for applications.
- Be able to show one of the following:
 - You have a Department of Education Leaving Certificate or Leaving Certificate Vocational Programme qualification or
 - You have passed an examination of at least equivalent standard or
 - You have the key skills/competencies for this role (see Appendix 1).
- Be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.



skills. Any appointment is subject to successfully passing your probation period. In certain situations, the RTB can extend your probationary period.

During your probation period, your line manager will review your performance to determine if you have:

- Performed in a satisfactory manner; and
- Been satisfactory in general conduct.

The RTB will decide if you have passed your probation based on your performance against the criteria above. We will explain our probation process in more detail to successful candidates when they begin work with the RTB.

Notwithstanding the paragraphs in this section, your probation period can be ended at any time before the end of your contract term by you, or by the RTB, in line with the Minimum Notice and Terms of Employment Acts 1973 to 2005.

Location

Your usual place of work will be at RTB offices in O’Connell Bridge House, D’Olier Street, Dublin 2.

Note: The RTB has a Blended Working Policy but this position does not qualify for blended working. Due to the nature of this position, you will need to be present in the RTB’s office to perform this role.

Salary Scale

The salary scale for the position (rates effective from 1st March 2025) is:

Clerical Officer Personal Pension Contribution (PPC) Salary Scale

€30,797	€32,520	€32,958	€33,812	€35,073	€36,331	€37,588	€38,504	€39,543
€40,749	€41,597	€42,791	€43,977	€45,828	€47,282 ¹	€47,950 ²		

This rate will apply if you are a new entrant. It will also apply if you are an existing civil or public servant appointed on or after 6th April 1995 and are required to make a personal pension contribution.



Clerical Officer Non-Personal Pension Contribution Salary Scale

€29,534	€31,173	€31,588	€32,800	€33,598	€34,794	€35,990	€37,186	€38,045
€39,206	€40,180	€40,972	€42,100	€43,858	€45,240 ¹	€45,878 ²		

This rate will apply if you are a civil or public servant recruited before 6th April 1995 and who is not required to make a Personal Pension Contribution.

*The first long service increment (LSI1) is payable after 3 years satisfactory service on the highest point of the scale.

**LSI2 is payable after 3 years satisfactory service on LSI1.

Please note: Entry will be at the first point of the scale. Your rate of pay cannot be negotiated and can change in line with Government pay policy. Increments may be paid in line with current Government policy, once your performance meets the standards set for this role. Different terms and conditions may apply to you if, immediately before appointment, you are a currently serving civil/public servant.

Annual leave

As a Clerical Officer, you will get 22 days of annual leave per year. This will rise to 23 days after five years' service at this grade. Your annual allowance is subject to the usual conditions regarding the granting of annual leave. It is based on a 5-day week and does not include public holidays.



5) How our recruitment process works

Step 1: Send us your CV and cover letter to apply before the closing date

- Send your cover letter and CV to us in **one MS Word document**.
- You must **send your CV and cover letter to recruitment@rtb.ie by 3pm on Monday, 31st March**.
- We will not accept late applications, incomplete applications or applications that are not in the correct format.
- **Your cover letter should be just one A4 page**. It should explain how you meet the requirements for the role.
- **You CV should not be longer than three A4 pages**. Your CV should include:
 - Your name and contact details (address, email and phone number)
 - Your career history. For each role, you should describe your responsibilities, achievements and any responsibility you had for managing staff or budgets.
 - Your education and training history. For each qualification, you should describe where you studied, the award achieved and when.
 - Details of any professional memberships.
 - Details of your current salary and Civil/Public Service grade if applicable.

Step 2: We will acknowledge your application

- We will send you an email to acknowledge your application no later than 48 hours after you apply.
- If you do not receive an email to acknowledge your application in this time, please email recruitment@rtb.ie.

Step 3: We may send you updates on the recruitment process

- We will send you updates on the recruitment process to the personal email address provided in your CV.
- It is your responsibility to make sure you receive and read all updates from the RTB. We recommend that you check your emails regularly and check your junk or spam folders.



- We do not accept responsibility for any communication that you fail to receive and read. It is your responsibility to ensure you provide the correct contact details.

Step 4: We will shortlist applicants for interview

- Due to the large volume of applications we usually receive, we do not interview all applicants who meet the eligibility requirements.
- We will review the CVs of all applicants who meet the eligibility criteria for the role.
- An expert board will then select a group for interview who, based on pre-determined criteria, appear from their CV and cover letter to be the most suitable for the position.
- It is your responsibility to ensure your CV clearly and accurately reflects your track record of achievements.
- If you are not shortlisted, this does not suggest you are unsuitable for the job. It may just mean there were candidates who, based on their application, appeared to be better qualified and / or had more relevant experience.
- We will email all applicants at the end of the shortlisting process to let you if we are inviting you to the next stage of competitive interviews.

Step 5: We will hold competitive interviews

- We plan to hold interviews for this role in April 2025.
- The interviews will be held in-person in RTB offices.
- The interview format will be semi-structured. We will ask you to provide examples of competencies for the role as detailed in Appendix 1.
- We will try to give as much notice as possible of interview dates and times.

Step 6: We will check your references if we are considering you for the role

- We will only contact your referees if we are considering offering you a role after the interview stage.
- You should start thinking about 2-3 people who could provide a reference for you.
- If you are offered a role with the RTB, we will need a reference from your current employer before we can appoint you.



Step 7: You can request a review if your application is unsuccessful

- We will consider a request for a review of your application following the codes of practice published by the Commission for Public Service on their website www.cpsa.ie.
- If you are unhappy with an action or decision on your application you can ask us for feedback, where the selection is managed by the RTB. Our People & Culture Unit will do an initial internal review on why your application was unsuccessful. We will write to you about the outcome of this review.
- You must request this review no later than 5 working days after we notify you about the decision on your application.
- If you are not happy with the outcome of the initial review, you can request that it is referred to the RTB Director who will make a final decision. You must make this request no later than 2 working days after we let you know the outcome of the internal review. If the RTB Director is conflicted, they will appoint an external decision maker. The external decision maker will not be connected with the selection process. Their decision will be final.

Important information on the recruitment process

- If you are admitted to the recruitment process, invited to attend interview or if we notify you of a successful result, this does not imply that the RTB is satisfied that you meet the requirements or that you are not disqualified by law from holding the position. It does not guarantee that your application will receive further consideration.
- It is your responsibility to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet the essential entry requirements but still attend for interview, you will be putting yourself to unnecessary expense.
- Before we recommend a candidate for appointment, we will make all enquiries that are needed to determine your suitability for the role.
- If you canvass for this role, you will be disqualified from the competition.
- The RTB is not responsible for any expenses, including travel expenses that applicants incur as part of this competition.
- Candidates must not:
 - Knowingly or recklessly provide false information
 - Canvass any person with or without inducements
 - Interfere with or compromise the process in any way
 - A third party must not impersonate a candidate at any stage of the process



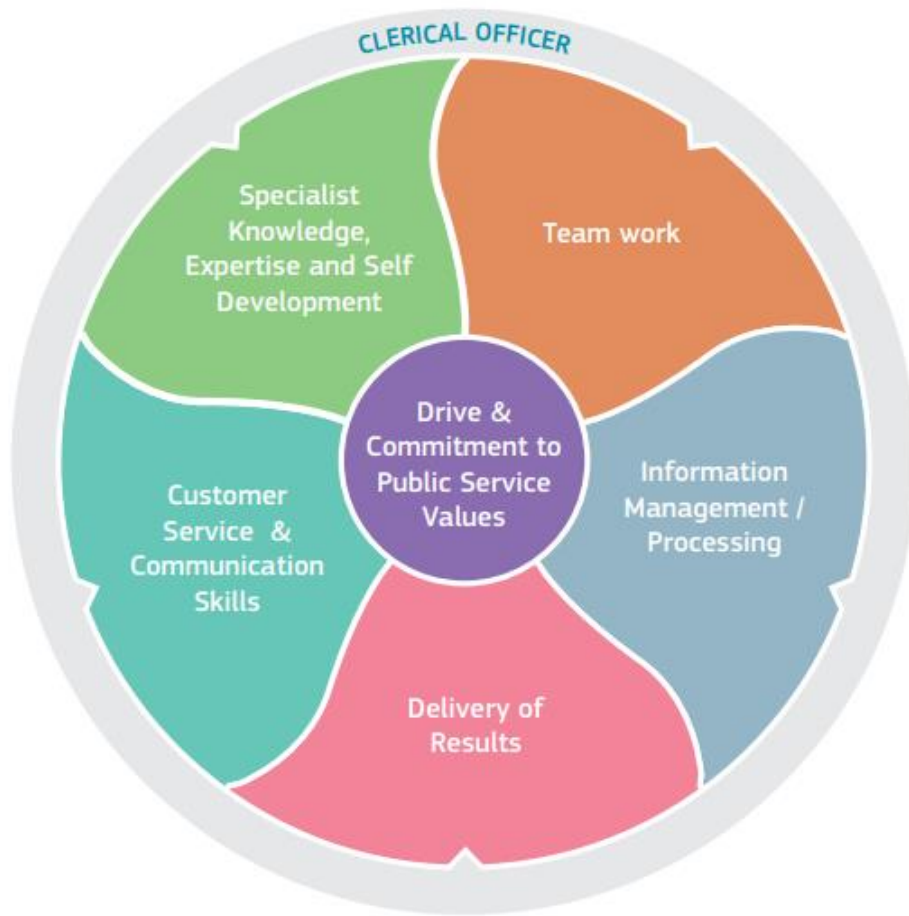
- Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.
- In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:
 - Where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
 - Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.
- If you do not attend for interview when and where required by the RTB, or if you do not provide evidence when requested by the RTB in relation to your application, the RTB will not give your application any further consideration.
- If you are recommended for appointment and decline, or, if you have accepted the role and later relinquish it, the RTB may decide to select and recommend another person for appointment based on the results of this selection process.

General Data Protection Regulation (GDPR)

- When we receive your application, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. The information held is subject to the rights and obligations set out in the Data Protection Acts 1988 to 2018.
- If you have any queries related to the processing of your data, or if you wish to make a request under the Data Protection Acts 1988 to 2018, please submit your request in writing to: The Data Protection Officer, Residential Tenancies Board, O'Connell Bridge House, D'Olier Street, Dublin 2 or DataProtection@rtb.ie.
- Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strictest confidence.



Appendix 1: Clerical Officer Competencies



Clerical Officer Level Competencies

Effective Performance Indicators

Team work	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
Delivery of Results	Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc
	Takes responsibility for work and sees it through to the appropriate next level
	Completes work in a timely manner
	Adapts quickly to new ways of doing things
	Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
	Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
	Identifies and appreciates the urgency and importance of different tasks
Demonstrates initiative and flexibility in ensuring work is delivered	
Customer Service & Communication Skills	Is self reliant and uses judgment on when to ask manager or colleagues for guidance
	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
Specialist Knowledge, Expertise and Self Development	Communicates clearly and fluently when speaking and in writing
	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
Drive & Commitment to Public Service Values	Is committed to self development and continuously seeks to improve personal performance
	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	



Appendix 2: Eligibility to compete

Citizenship

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 28 June 2012 to Personnel Officers introduced, with effect from 1 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 other public service body (as defined by the Financial Emergency Measures in the Public Interest Act 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)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment of the same sector. Therefore, such retirees cannot apply while the above restrictions continue in force.

Department of Health and Children 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 the VER scheme 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 and/or the collective agreement outlined above. 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.



Superannuation and Retirement

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ('Single Scheme'). Full details of the Scheme are at <http://www.per.gov.ie/pensions>

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.

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

- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated annually by reference to CPI);
- Pensionable Age - The minimum age at which pension is payable in line with the State Pension age.
- Retirement Age - Scheme members must retire at the age of 70.
- Post retirement pension increases are linked to CPI.

Pension Abatement

This may have pension implications for any person appointment to this position who is currently in receipt of a Civil or Public Service Pension or has a Preserved Civil or Public Service Pension which will come into payment during his/her employment in this position.

If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment or comes into payment during this employment. This provision, to apply abatement across the wider public service, came into effect on 1 November 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.



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

Ill-Health Retirement

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

Pension Accrual

40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.



Additional Superannuation Contribution

The appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service pay and Pensions Act 2017.

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

